



Refernet access

How to resolve Password reset issues



Introduction

Trying to log into Refernet 6 times with an incorrect Password (PW) / User Name (UN) locks Users out.

Re-setting the password for your Users is usually very easy. Go to the User in your system, Click the 'Enable' button and then go in to their account and click the 'Send password link'. They will receive an email and re-set it from there, via a link.

Sometimes when a User needs a new password, it doesn't work. Here is the process to run through with them, to ensure they get connected again. It may be best to do this over the phone with them, to be confident they are following each step.

Process

System Admin or Primary User

1. Go to the Users page and Click 'Enable' for that User.
2. Click 'Edit'. Check with them that the email address is still the same. If not, revise it and click 'Update' at the bottom of the page.
3. Confirm the UN is the correct one. There have been cases of new User accounts being added for a User and they try the previous account UN. Or they may have two User accounts in the same system with the same email address. This is fine, but they need to ensure they associate the correct UN and PW for that account.
4. If all is correct, Click 'Send password link'. Email is sent.

Contact details

Password

To change your password we'll send you an email with a one time use link.

User

5. The User receives an email. They click the link in the email.

If they don't receive the email and you have checked it's correct with them, then they should check their Spam or get their IT dept to 'white list' the refernet.co.uk URL (We can also send a query in our system to confirm that emails are received at the User's email server - you will need to ask us within 3 working days of the email being tried, as these email logs are only stored for a short while).

6. The link opens a new window with 'Please enter a new password' etc.. (this has to be complex and at least 9 characters. The system will automatically reject unsuitable passwords).

7. They then make the new PW on their device, copy it from there and paste into the page. The new PW is accepted.

Users should not try to remember or to type passwords as this frequently leads to errors and therefore potential for confusion*.

8. A new 'Sign In' page opens. Check the URL (web address) at the top is the correct one. It will have the same first part as your system top page in the form: your-org.refernet.co.uk. We have had

Users trying to log in to the wrong system if they are a User for more than one Refernet network. PCs and other devices do store web pages and can pop up with the one you don't want.

9. Copy and paste both UN and PW.

Check 'I accept all Cookies...' Click 'Sign in'.

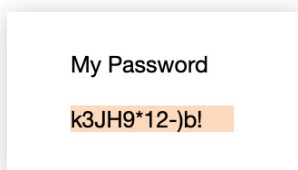
The checkbox is mandatory, as it relates to the T&C's for using the system and not just cookies. The login will not work if this check box isn't clicked every time.

(To really ensure no errors, they should store the UN as well, and take care not to copy spaces in front or behind the UN & PW)

10. A useful tool you also have as a System Administrator or Primary User, is to test the account login for yourself. Change the user's email address to your own and send the password link to yourself. You can then log in as that user yourself. If all is well, then you know it works and you can reset the email back again to theirs.

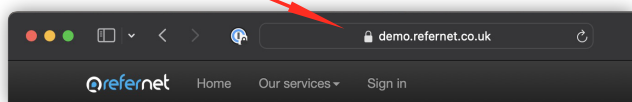
If you are a System Administrator, you will need to obtain specific permission to access the account, which contains customer data.

*Password errors and causes



Triple clicked or mis-selected password. Easily done and often the cause of errors.

Ensure the Refernet address is correct for your system - and save it to Favourites



Incorrectly entered passwords, is the biggest cause of system access issues of all.

Causes include:

1. Mis-typing.
2. Copying a space in front or behind the password.
3. Triple clicking the password which can then include a whole line.
4. Trying to access the wrong system.
(This has happened with users who have moved to working on another Refernet system, and their device has 'remembered' their previous one. They might also continue to use an old 'Favourite').

Check the web address line is for the system you use, and update your favourites. All Refernet systems have unique web addresses.

5. Sometimes Users leave a Refernet network, return perhaps a year later and are given a new User Account. This has caused issues, when the User isn't clear about which details they should use. Again, a device remembers old details. Our suggestion is that returning users are given their original account.