



Refernet access

Log in guide



Introduction

Logging in to a highly secure system like Refernet, requires us all to operate in a way which doesn't compromise the data, and it requires a little discipline.

Once you have a good method in place it is entirely repeatable and you shouldn't get any problems.

There are a few things which are easy to miss, or which seem obvious, but perhaps aren't. This is a guide to help you log in reliably every time.

Process

All Refernet Users

1. Device integrity

Make sure your device is up-to date with latest Operating System and Web Browser updates.

This is a security and reliability factor. Users should not be using software not currently supported by the system provider - Windows, MacOS, Android, IOS etc.

2. Check which system are you in.

Ensure you are going to the correct Refernet System. Make it a favourite and use that link every time. Don't rely on your browser remembering it for you.

See that the Web address has your system's name in it: e.g. myrefernetsystem.refernet.co.uk.

3. User Name

Ensure your User Name is actually your current one.

Some Users may have been re-issued a new User Name if they have used Refernet in the past – check with your Administrator first. It is case sensitive).

4. Copy and paste your Password every time

From your preferred secure password storage, ensuring no invisible spaces or unintended items like whole lines, or para breaks are included. Triple clicking is also likely to cause a problem. A password management tool for your device will make 'copy & paste' a reliable process.

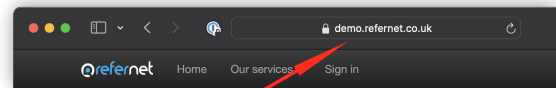
4a. When choosing a new password after a re-set, or with a new account, we suggest you start by creating it in your chosen storage system as the first step. Copy from there to the Refernet login. (N.B. The system doesn't allow re-use of old passwords)

5. Cookies statement

You must always check the 'I accept all Cookies and have...' statement check box.

"Getting an error because of just one or these issues can be troublesome. If there are two, the process of finding the problem is exponentially more tricky!"

Number 4 is by far the most common source of errors!



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

My Password

k3JH9*12-)b!

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