# User guide for login

## Contents

## Summary

The login functionality is designed to be secure and easy to use. The user is able to resolve most login issues, without the need to contact the support desk.

This guide outlines the potential problems associated with account access, the steps involved to resolve them, and when it is necessary to contact the support desk.

## Setting a security question

When logging in for the first time, you will be prompted to set a security question. It is mandatory to do so , as logging in will not be possible until this has been done.

Please ensure that the answer to the security question is easy to remember, but not easy to guess. The answer can be between two and twenty characters in length.
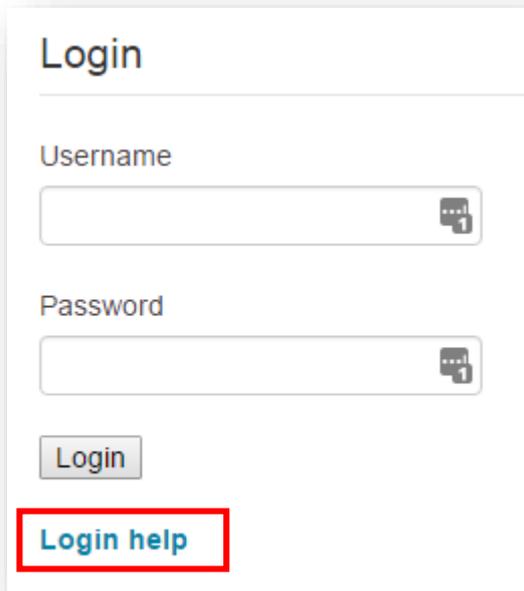
## Logging in

In order to log in, the correct username and password needs to be entered. The username and password are defined during the registration process.

After three failed login attempts, the account will be locked. If you have set a security question, you will be able to unlock the account (see instructions below). Otherwise, contact the support desk for assistance.

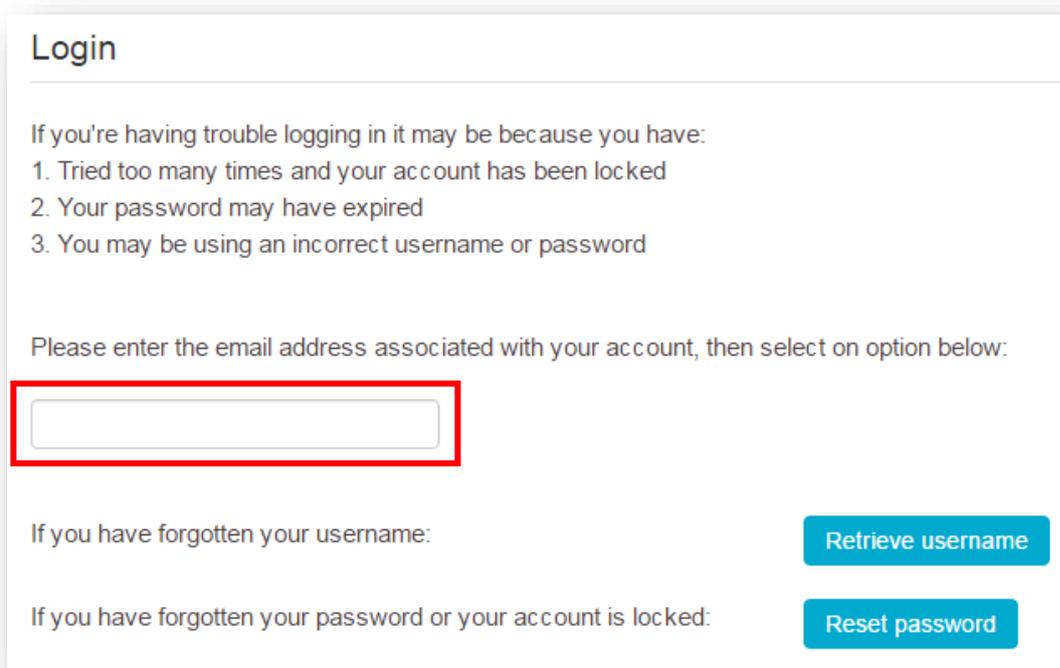# User guide for login

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## Retrieving username

If you cannot remember your username, it can be retrieved easily by following the steps below.

1. Click on the 'Login help' link on the login page:



2. Enter the email address that is linked to your account. This is the email address that was entered during the registration process. Note: For Buyers, this may have been set up by your Buyer Admin or Super User.

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3. Click on the 'Retrieve username' button:

Please enter the email address associated with your account, then select on option below:

james@example.com

If you have forgotten your username:

Retrieve username

If you have forgotten your password or your account is locked:

Reset password

4. Within a few minutes an email is sent to the address entered. Please check the email address displayed on the confirmation page to ensure that the correct address was entered.

## Retrieve username

If the email address **james@example.com** is linked to your account then a message will be sent to it. Please follow the instructions in the email to reset your password.

Return to login page

5. Once the email has arrived in your inbox, open it and click on the link in the email text:

Hello James,

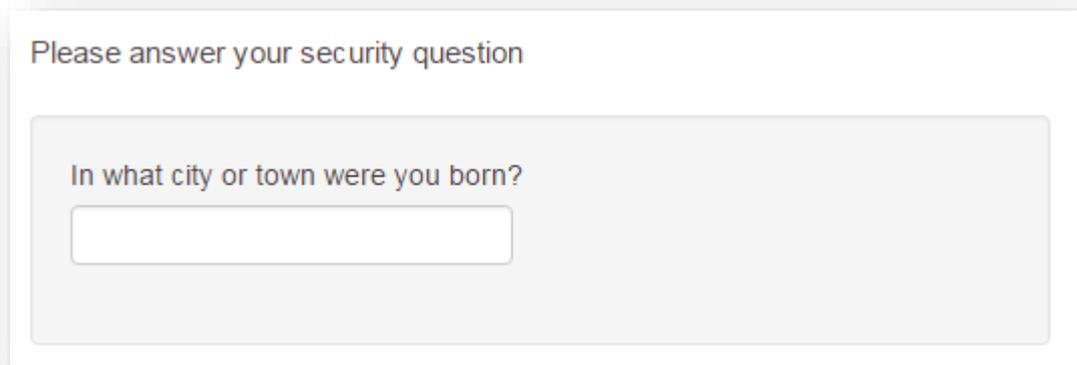We received a request to retrieve the username for your account.

If you requested a reminder for your username, please click on the link below.

https://jupiter-buyers.procserveonline.com/admin/security/auth?id=57bffd37349b163ae4df72b4
This link expires in 24 hours.

If you did not request this, please contact customer support via support@procserve.com.

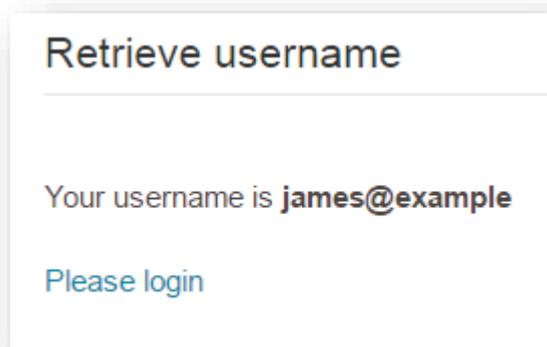Thank you.

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6.  Enter the answer to the security question. If you fail to enter the correct answer after five attempts, or cannot remember the answer, you will need to contact the support desk to regain access to your account.

Please answer your security question

In what city or town were you born?

7.  After correctly entering the security question, your username will be displayed on the page, which can then be used to log in:
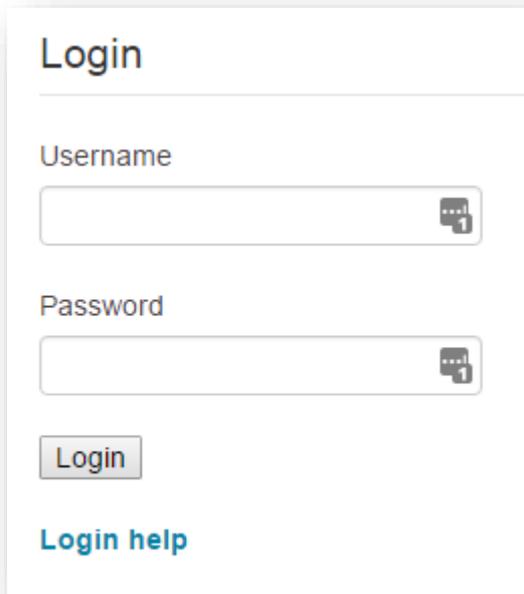
Retrieve username

Your username is **james@example**

Please login

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## Resetting a password

If you cannot remember your password, it will need to be reset by following the steps below

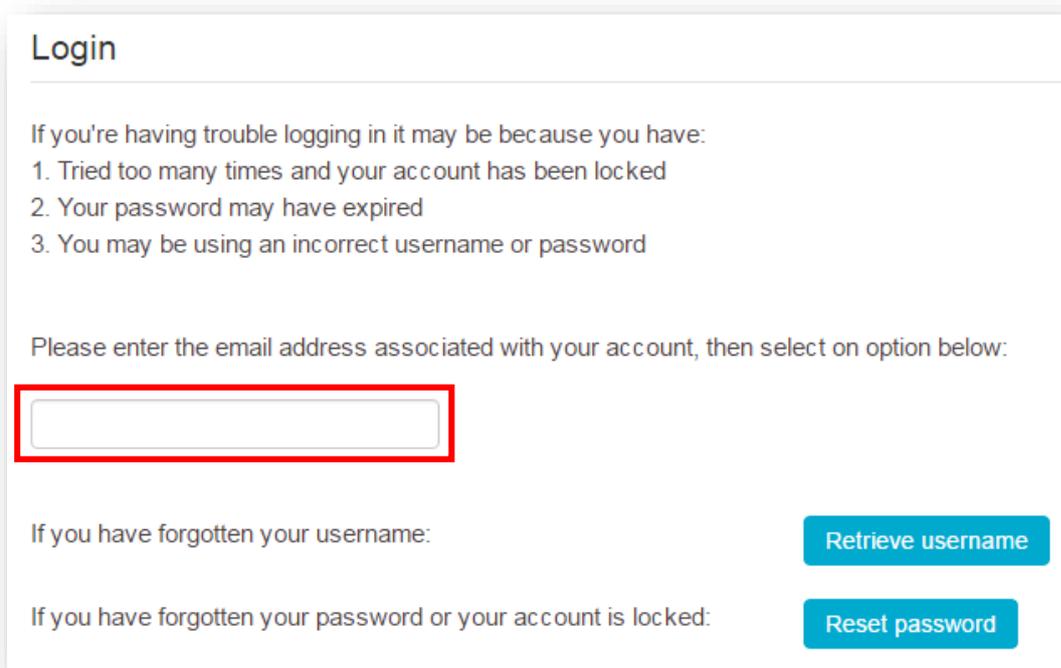    1.   Click on the 'Login help' link on the login page:



    2.   Enter the email address that is linked to your account. This is the email address that was entered during the registration process. Note: for Buyers, this may have been set up by your Buyer Admin or Super User.

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3.  Click on the 'Reset password' button:

Please enter the email address associated with your account, then select on option below:

james@example.com

If you have forgotten your username:                                    Retrieve username

If you have forgotten your password or your account is locked:          Reset password

4.  Within a few minutes, an email is sent to the address entered. Please check the email address displayed on the confirmation page to ensure that the correct address was entered.

## Reset your password

If the email address james@example.com is linked to your account then a message will be sent to it. Please follow the instructions in the email to reset your password.

Return to login page

5.  Once the email has arrived in your inbox, open it and click on the link in the email text:

Hello James,

We have received a request to reset your password.

If you have requested to reset the password for your Basware account, please click on the link below.

https://jupiter-buyers.procserveonline.com/admin/security/auth?id=57bffba9349b163ae4df72b0
This link will expire in 24 hours.

If you did not make this request, please contact customer support via support@procserve.com.
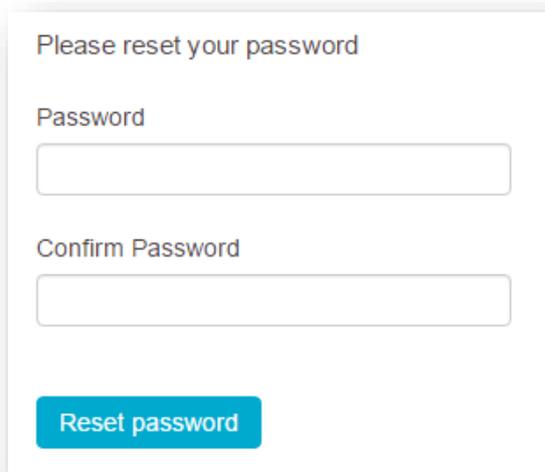
Thank you.

6.  Enter the answer to the security question. If you fail to enter the correct answer after five attempts, or cannot remember the answer, you will need to contact the support desk in order to regain access to your account.

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Please answer your security question

In what city or town were you born?

7. After correctly entering the security question, you will then be prompted to reset your password. The password must:
   - not be a dictionary word
   - include letters, numbers, and symbols
   - be at least eight characters in length
   - be different to the previous three passwords used
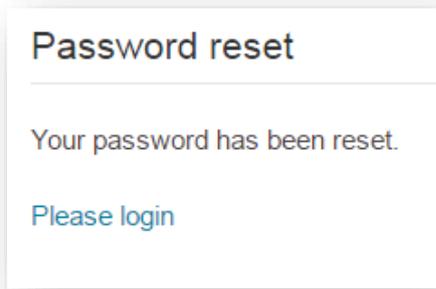   - not be too similar to your username

Please reset your password

Password

Confirm Password

Reset password

8. Once the password has been changed successfully, it can then be used to login in the usual way.

**Password reset**

Your password has been reset.

Please login

## Unlocking an account

If you cannot log into your account, and you think that the username and password are correct, it is possible that the account is locked.

In order to unlock an account, the password will need to be reset. See the section above on 'Reset Password' and follow the steps.

## When to contact the support desk

- If you have attempted to retrieve a username, reset a password, or unlock an account, and still cannot log in successfully.
- If you cannot remember your security question,