

PeopleHours ~ Lost or forgotten user passwords Reset Procedures

In the event of a user forgetting their password following procedure applies:

The security of clients data stored within PeopleHours™ is naturally taken very seriously and as a result user accounts will automatically be disabled following the successive use of incorrect passwords. If when attempting to log on you receive a message stating that this has occurred you can reset your password by clicking the Forgot Password button on the log on page.

This will send an e-mail to the address registered with the account which will contain a web link which when followed will allow the password to be reset by the user.

(Note: The link will expire after 30 minutes)

Company	<input type="text" value="CompanyName"/>
Username	<input type="text" value="Username"/>
Password	<input type="password"/>
	<input type="button" value="Logon"/> <input type="button" value="Forgot Password"/>
	<input checked="" type="checkbox"/> Remember Company and Username

The above procedure requires that an e-mail address that you can access is registered with the user account. If the reset mail is not received:

- Check that it is not being blocked by any mail filters that you may be using.
- Allow up to 10 minutes for the e-mail to arrive, then...
- **Un-Managed Clients** *(Where you enter your own company name at the main log on screen)*
 - You will need to contact your own manager or system administrator to reactivate your account. Gallinet staff cannot perform this service.*
- **Managed Clients** *(Where you enter "Gallinet" at the main log on screen)*
 - Gallinet's support department can reset lost passwords during office hours only on receipt of **written authorisation from your company's authorised Gallinet contact.

*Note: If administration passwords have been forgotten **written authorisation requires e-mails from company registered domains or faxed company headed paper.

NOTE: Gallinet Controllers do not have access to reset any passwords.