**CompetentAdviser** ™
*maintaining competence, enhancing knowledge*

° Every time I try to log in I get this screen.  Why does this keep happening?

## Check Password Policy

As part of our new updated security policy we are asking all of our users to change their password to a more secure version. This should only take you a few moments.

To get started simply click on the 'Send me instructions' button below and you will then receive a 'reset your password' link email telling you what to do next.

▣ Your Password cannot contain your username or full name .

▣ Your Password must be at least 15 characters in length.

▣ Your Password must contain characters from at least three of the following four categories:

  ▣ English uppercase alphabet characters ( A-Z )

  ▣ English lowercase alphabet characters ( a-z )

  ▣ Base 10 digits ( 0-9 )

  ▣ Non-alphanumeric characters ( for example :!$#% )

The email will be sent from the following address **ca-no-reply@competentadviser.com** If you do not receive the email, please check that emails from the above address are not being blocked by your system.

If you do not receive an email from us within the next few minutes please check your spam folder. Any problems, just give our Help Desk a ring on 0845 308 8323.

[ Send me instructions ]

This screen automatically appears when you first try to log in with your old username and password.

All you need to do is click on the Send Me Instructions button and you will receive an email enabling you to begin the process of updating your password.

° I don't seem to have received the email this note refers to – what should I do next?

## Check Password Policy

We have just sent you an email - if you do not receive it within the next few minutes, please check your spam folder or call our Help Desk on 0845 308 8323

First of all, check your spam/junk folder.

 If it is still not there either contact your own company/network or, alternatively, call our Help Desk on 0845 308 8323

° **I can't remember my existing password, what should I do next?**



All you need to do is click on the forgotten password icon on the log in screen and input the details required as shown on the screen below.

**Forgotten your password?**

If you cannot remember your password, enter your username below, click 'Submit' and we will email your password to you:

Username: [        ] Submit

If you cannot remember your Username, Click here to contact us.

We will then send you an email giving you a link to complete the password reset process

° **I can't remember my existing username and password, what should I do now?**



As a first step you should contact your in-house Help Desk.

If they are not available, then simply follow the same procedure as for forgotten password (outlined above) and from there click on **Click Here** and complete the details shown.

One of our friendly Help Desk staff will then be in touch to assist. Please note our Help Desk hours are Monday to Friday 8.30 am to 5.45 pm.

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° I keep getting this message when I try to create my new password

When you are ready, enter your details, confirm you are not a robot (!!) and click on the Reset Password button.

Username: hattiebear1
Current password: ●●●●●●●●●●●
New password: ●●●●●●●●●●●●    Please enter at least 15 characters.
Retype new password:

☐ I'm not a robot    reCAPTCHA
Privacy - Terms

Reset Password

Your new password does not contain enough characters.

It needs to contain 15 characters and follow the appropriate password policy rules (see page 1)

A good tip is to write down a password that complies with the new password rules before you start – that way you can ensure you get it right first time.

° This message came up when I retyped my new password in the space provided

Username: hattiebear1
Current password: ●●●●●●●●●●●
New password: ●●●●●●●●●●●●●●●
Retype new password: ●●●●●●●●●●●●●●●    Please enter the same value again.

☐ I'm not a robot    reCAPTCHA
Privacy - Terms

When you retyped the password it did not exactly match your original version.

You need to retype it in exactly the same format.

A good tip is to write down a password that complies with the new password rules before you start – that way you can ensure you get it

° When I tried to create my new password this message appeared

Set up a secure password

We are sorry we could not complete your request, the following problems have been found:

☐ Your entered password contains your username.

Try again

One of the rules in creating your new password is that, to ensure it remains as secure as possible, it cannot contain your username or full name.

Please click on the Try Again button to create a new password.

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- I thought I had not completed the password update process and tried to re-use my existing notification email but this message appeared

### Reset your password

An error has occurred, we cannot find a valid password reset request.

It looks like you have already created a password that complied with the correct policy.

If this was done in error and you would like to start again, simply return to the existing notification email, click on the link within the message shown below and we will send you a new email to restart the process

(Don't worry if your link has expired just click here to get a new email)

- I have tried to log in 4 times and this message has now appeared

Username [            ]

Password [            ]

NB. After lockout, for each incorrect login attempt the lockout time will go up by a further 1 minute per attempt.

Save login ☐  **Login**

Forgotten password?

You have used 4 login attempts, you are now locked out until 08/04/2015 16:59:23

To protect the security of the system, you are limited to 4 erroneous log in attempts before the system times you out for a few minutes.

You can log in again at the time shown.

To avoid this happening to you, ensure you have written down your username and password and stored them in a safe place or alternatively click on the Save Login button (NB Do NOT use the Save Login button if you are accessing the system via a public computer)