

No ServicePoint License Assigned

This error occurs when a user account has been set up by an administrator but no license has been assigned.

1. If this error occurs the user will see an error screen the first time they try to login. (See Figure 1-1)

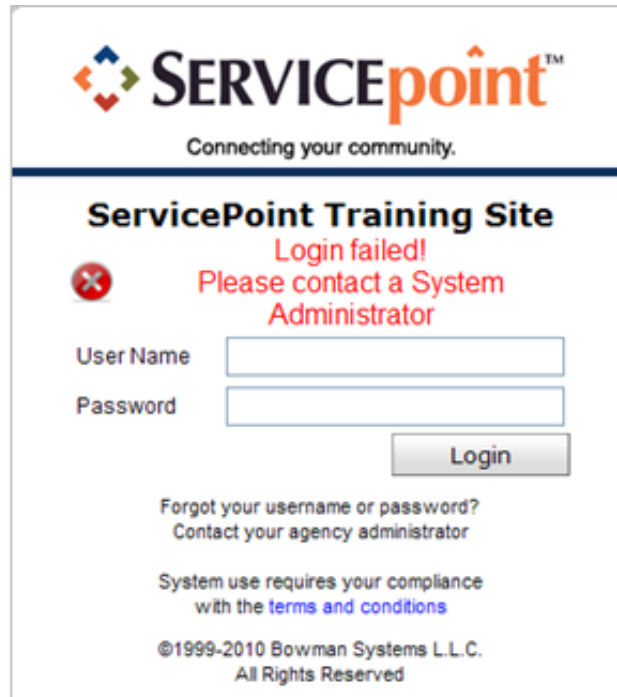


Figure 1-1

2. If this message appears, you will need the system administrator to reset this account. To do this, the system administrator must login, click the **Admin** tab, click the **User Admin** link, then search for the user in question. (See Figure 1-2)

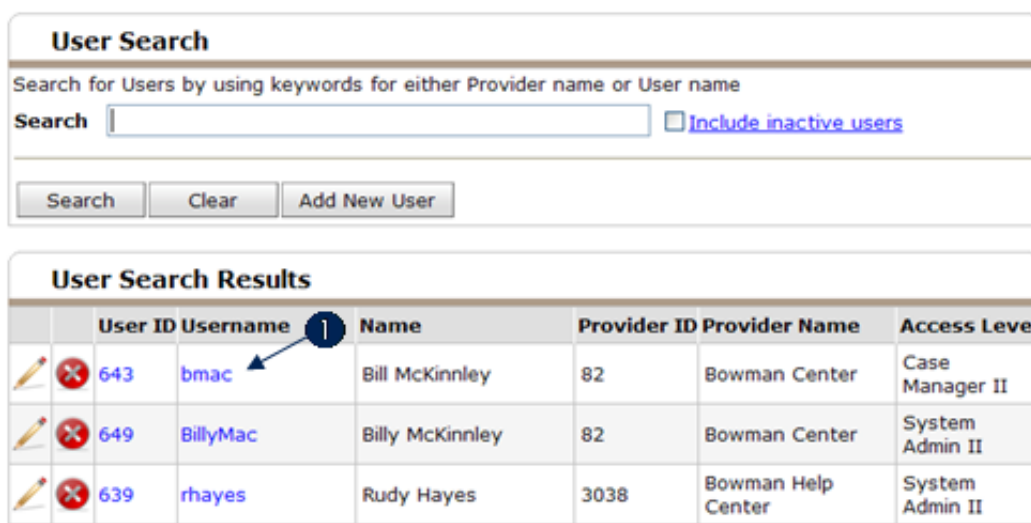


Figure 1-2

3. Click the name of the user with the login error. **(1)** (See Figure 1-3)

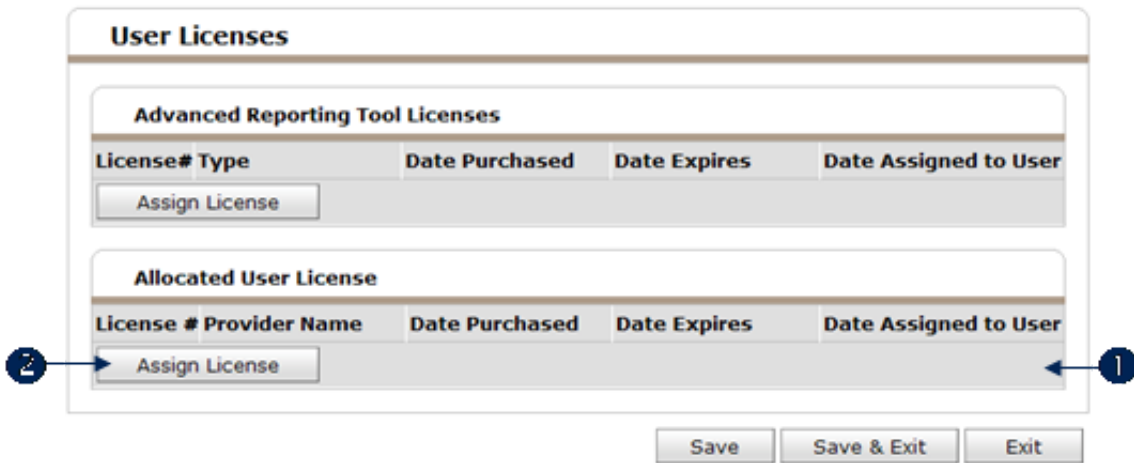


Figure 1-3

4. You will notice there is no license assigned to the User. **(1)** Click **Assign License**. **(2)** The **Assign License Window** will appear. (See Figure 1-4)

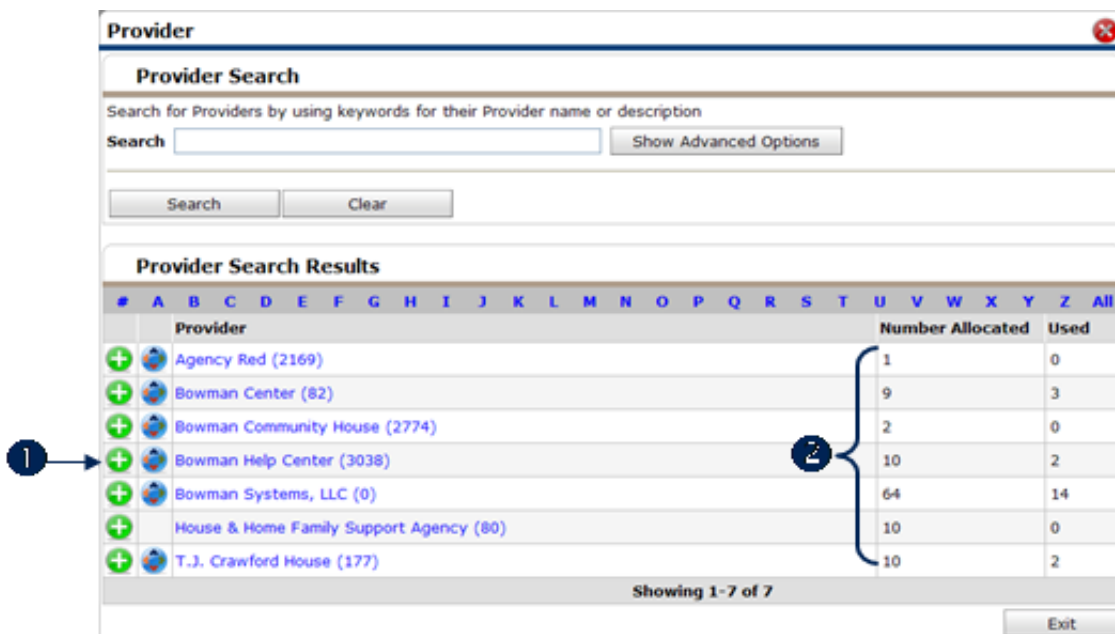


Figure 1-4

5. Click the green plus sign **(1)** next to the provider that will provide the *ServicePoint* license. **(1)** Notice the number of allocated and used licenses listed to the right. **(2)** (See Figure 1-5)

User Licenses

Advanced Reporting Tool Licenses

License#	Type	Date Purchased	Date Expires	Date Assigned to User
Assign License				

Allocated User License

License #	Provider Name	Date Purchased	Date Expires	Date Assigned to User
23	Bowman Help Center	Friday, August 15, 2008		Monday, February 22, 2010

1 →

Figure 1-5

6. The user now has a license assigned and will be able to login. Click **Save** or **Save & Exit** to activate the changes. Also, make sure the user didn't exceed the allowable amount of consecutive bad logins. (See Figure 1-6)




Password Expiration	Monday, February 22, 2010
Role *	Case Manager II
User Expiration	<input type="text"/> / <input type="text"/> / <input type="text"/>   
Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive
Time Zone	US/Eastern
Consecutive Bad Logins	1 <input type="button" value="Reset"/> 2
Last Login	User has never logged in
Has Accepted EULA	No

Figure 1-6

7. See if this number is red. **(1)** If so, it is a good idea to click **Reset** so the user can have up to three login tries. **(2)**