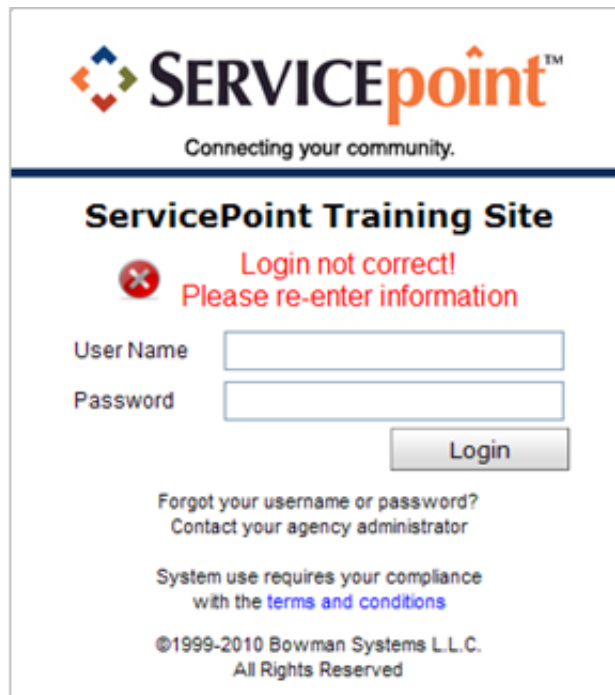


Multiple Consecutive Login Errors

This error occurs when the user has entered the wrong password more than three consecutive times.

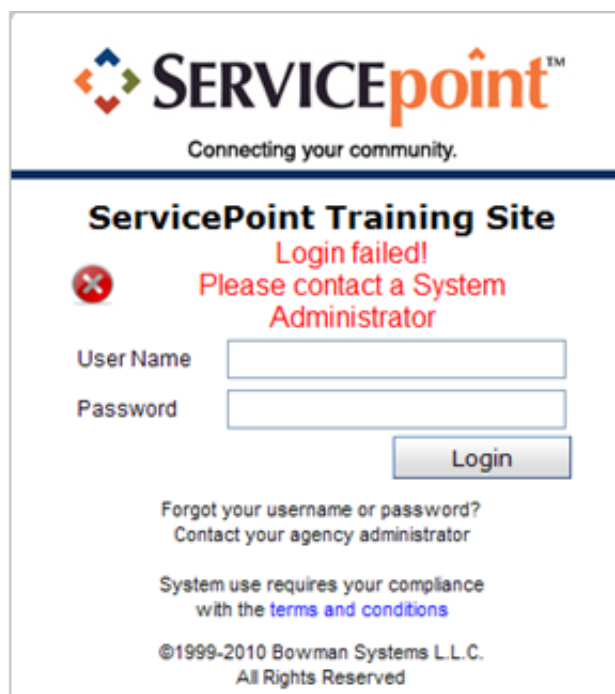
1. The first two times the user enters a wrong password, the user will see an error screen. (See Figure 1-1)



The screenshot shows the ServicePoint Training Site login page. At the top is the ServicePoint logo with the tagline 'Connecting your community.' Below this is the title 'ServicePoint Training Site'. A red error message reads 'Login not correct! Please re-enter information' next to a red 'X' icon. There are two input fields: 'User Name' and 'Password', followed by a 'Login' button. Below the login fields, there is a link for 'Forgot your username or password? Contact your agency administrator', a note about system use requiring compliance with terms and conditions, and a copyright notice: '©1999-2010 Bowman Systems L.L.C. All Rights Reserved'.

Figure 1-1

2. The third time the user enters an incorrect password they will see another error screen. (See Figure 1-2)



The screenshot shows the ServicePoint Training Site login page. At the top is the ServicePoint logo with the tagline 'Connecting your community.' Below this is the title 'ServicePoint Training Site'. A red error message reads 'Login failed! Please contact a System Administrator' next to a red 'X' icon. There are two input fields: 'User Name' and 'Password', followed by a 'Login' button. Below the login fields, there is a link for 'Forgot your username or password? Contact your agency administrator', a note about system use requiring compliance with terms and conditions, and a copyright notice: '©1999-2010 Bowman Systems L.L.C. All Rights Reserved'.

Figure 1-2

- If this happens 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, and search for the user in question. (See Figure 1-3)

User Search						
Search for Users by using keywords for either Provider name or User name						
Search		<input type="text"/>	<input type="checkbox"/> Include inactive users			
Search		Clear	Add New User			
User Search Results						
	User ID	Username	Name	Provider ID	Provider Name	Access Level
		643	bmac	82	Bowman Center	Case Manager II
		649	BillyMac	82	Bowman Center	System Admin II
		639	rhayes	3038	Bowman Help Center	System Admin II

Figure 1-3

- Click the name of the user with the login error. **(1)** (See Figure 1-4)

User Name *	<input type="text" value="BillyMac"/>	
Password *	*****	<input type="button" value="Generate Password"/>
Password must be 8-50 characters long with at least two numbers or symbols.		
Password Expiration	Sunday, March 14, 2010	
Role *	System Admin 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	3	<input type="button" value="Reset"/>
Last Login	Monday, February 22, 2010	
Has Accepted EULA	Yes	
	<input type="button" value="Save"/>	<input type="button" value="Save & Exit"/>
	<input type="button" value="Exit"/>	

Figure 1-4

- Scroll to the **User Name** section and click the **Reset** button next to **Consecutive Bad Logins**. **(1)** Click **Save**. **(2)** The user will now be able to login again. If the user forgot his password, click the **Generate Password** button to rest the password. **(3)** Any time you make changes to this screen click **Save** for the changes to take effect.