

## ENGAGE CENTER LOGIN ISSUES

Having issues logging into Engage Center? If you don't have a BDSmktg email address, your login for Engage Center is the same login information as Insight:Center (IC). If you don't know your login information for IC one of the methods in this document should help you figure things out so you can access all of the valuable materials at your disposal.

**IMPORTANT:** You are not able to make any changes to your login information on Engage Center. Your username and password can only be managed on IC. Furthermore, if you change your password on IC, it can take up to 20 minutes before that change is registered on Engage Center.

If you have a BDSmktg email address, Engage Center supports Single Sign-On which will allow you to automatically login to the site using your BDSmktg email credentials. These accounts and password information are managed by Microsoft and our IT team. Please refer to their documentation for assistance with these accounts. You can always use your IC username and password as a backup login option for Engage Center, but Single Sign-On is significantly easier to manage.

### 1. SEARCH FOR YOUR WELCOME EMAIL

Try searching for your initial welcome email (hint: it was likely sent to a personal email address you have on file with the company). The initial email will contain your username and original temporary password assigned to that username for Insight:Center.

**Subject: Welcome to BDSmktg**



Welcome to the BDSmktg family! Your new role will be integral in fulfilling the mission of BDSmktg and we're delighted to have you onboard! Here are a few things that you will need to get your career at BDS started:

Your supervisor is



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Log in to the Insight:Center website using the provided username and password to complete your profile.

**ACTION REQUIRED**

On Insight:Center, you can check out what's new on your team via your employee dashboard. For Field employees, you can schedule your work and store visits and review the hours that you have worked.

[Log in to Insight:Center](#)

**Username:**

**Password:**

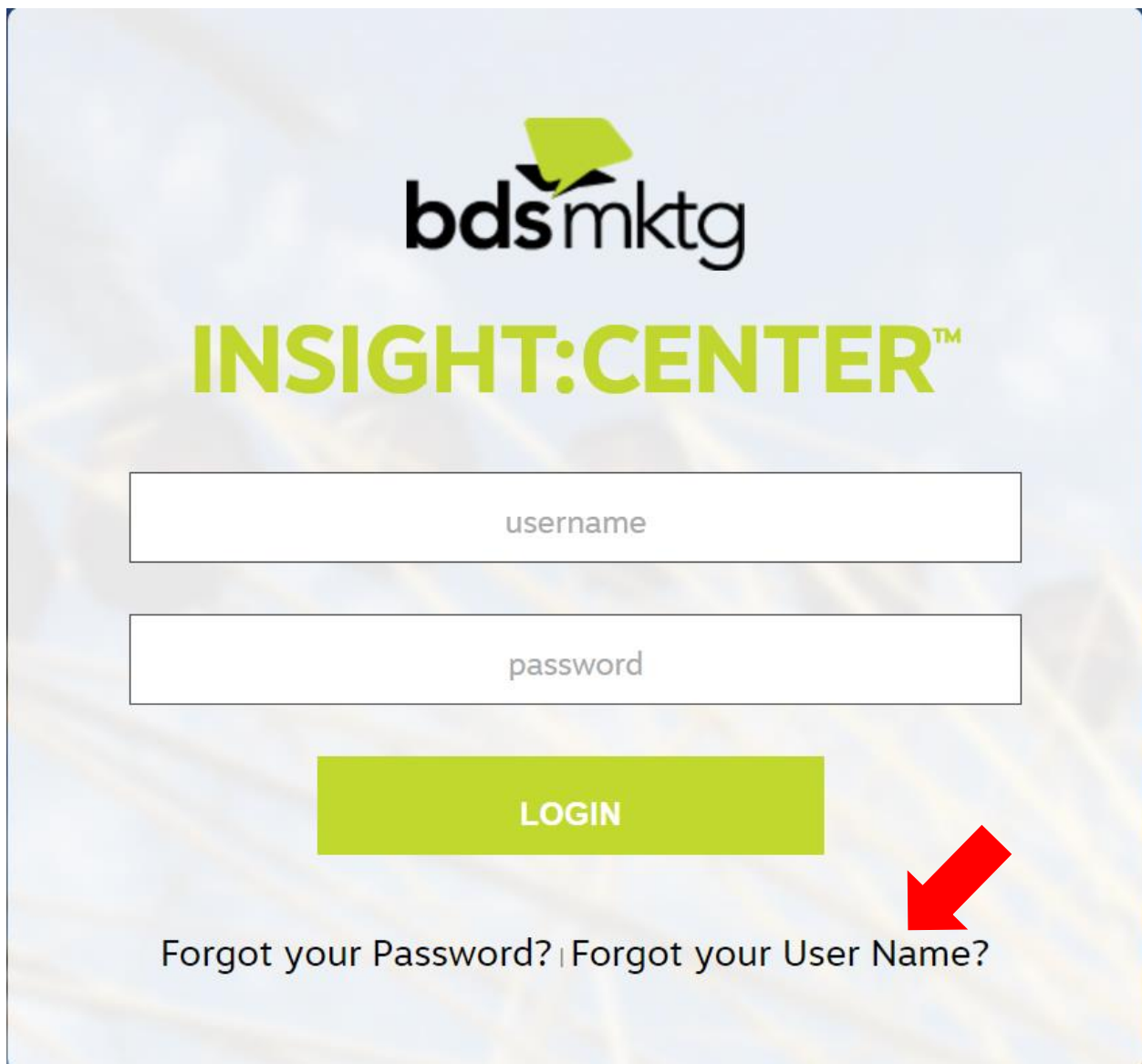
Having trouble? Please email [\[redacted\]](#) with questions.

## 2. CLICK FORGOT USERNAME OR FORGOT PASSWORD ON INSIGHT:CENTER

Since Engage Center uses the same login information as Insight:Center, you can go there to find your information ([ic.bdsmarketing.com](http://ic.bdsmarketing.com)).

### a) Forgot Your Username

Select Forgot Your User Name? from the login screen

The image shows the login screen for Insight:Center. At the top is the 'bds mktg' logo with a green speech bubble icon above the 's'. Below the logo is the text 'INSIGHT:CENTER™' in large, bold, green capital letters. There are two white input fields: the top one is labeled 'username' and the bottom one is labeled 'password'. Below these fields is a green rectangular button with the word 'LOGIN' in white capital letters. At the bottom of the screen, there is a link that says 'Forgot your Password? | Forgot your User Name?'. A large red arrow points to this link from the right side of the screen.

**bds mktg**

**INSIGHT:CENTER™**


username

password

**LOGIN**

Forgot your Password? | Forgot your User Name?

This will take you to a screen where you can enter in the email address for your account and have your username sent to you. If you have never logged into IC before, your temporary password will also be sent to your email along with your username.



# INSIGHT:CENTER™

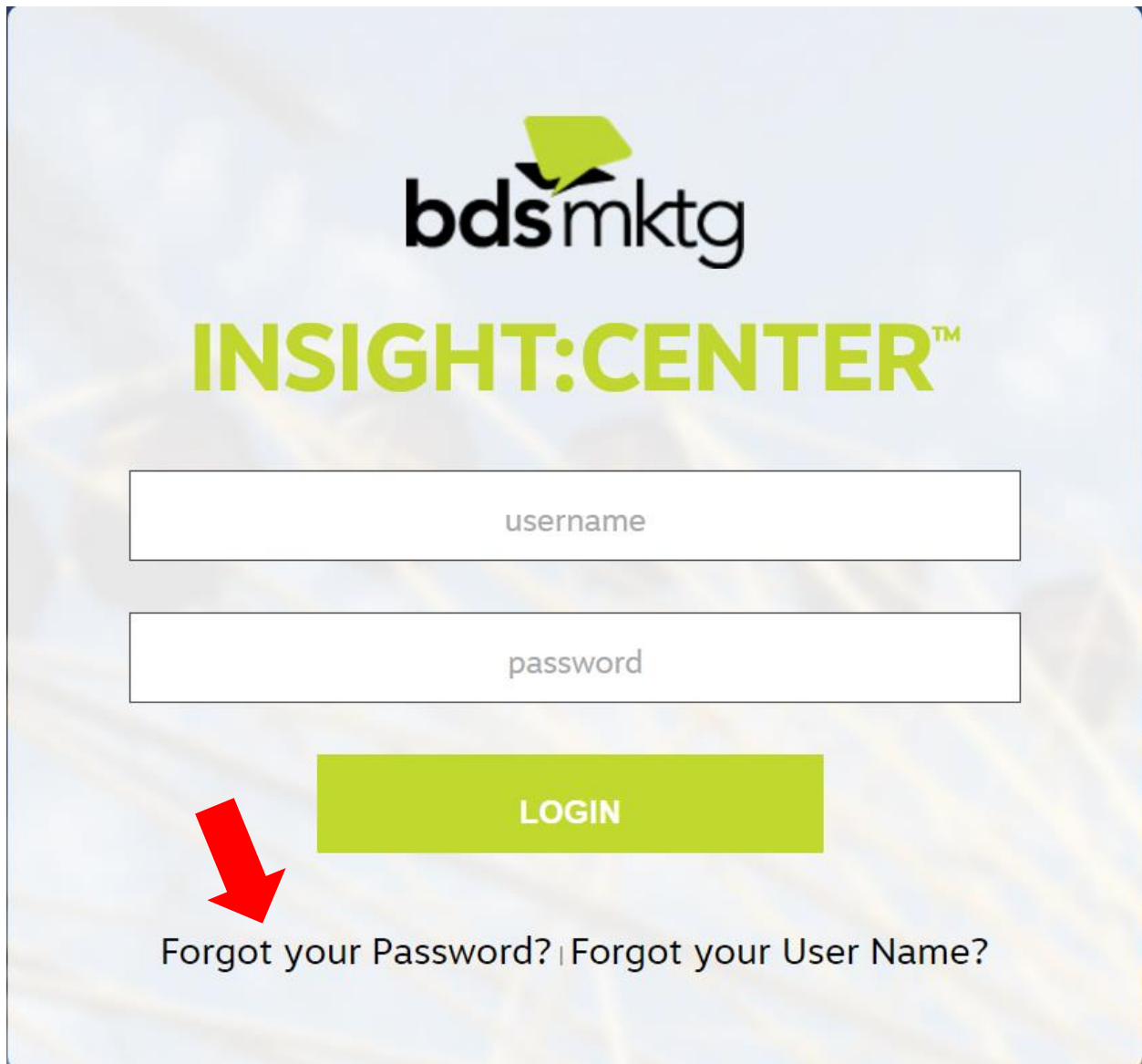
SUBMIT

RETURN TO LOGIN

Forgot your Password? | Forgot your User Name?

b) Forgot Your Password

Select Forgot Your Password? from the login screen



The screenshot shows the login interface for BDSmktg INSIGHT:CENTER. At the top is the BDSmktg logo. Below it, the text 'INSIGHT:CENTER™' is displayed in a large, bold, green font. Underneath are two white input fields with gray placeholder text: 'username' and 'password'. A green rectangular button with the word 'LOGIN' in white capital letters is located below the password field. A red arrow points from the 'LOGIN' button down to the text 'Forgot your Password? | Forgot your User Name?' at the bottom of the screen.

This will then take you to a screen where you can enter in your username. Provided you've previously setup your profile in IC, you will need to answer a security question to have your password revealed.

If you don't know what email address is registered in the BDSmktg system, contact your manager so that your information can be retrieved.