CJSM

Accessing your mailbox

Contents

If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com.

Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.

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Introduction

In this section, you can find out how to log in and out of your CJSM account, and learn what to do if you have forgotten your password or need to get your password reset by your organisation administrator.

1.1 Logging In:

To log in to CJSM:

- Go to the CJSM homepage by navigating to '**www.cjsm.net**' in your web browser.

- Enter the '**Username**' and '**Password**' that you have been given by your organisation administrator in the appropriate boxes. Both the username and password are case sensitive, so take care to type them in correctly.

- Click on '**Login**'.

1.2 Forgotten Details:

If you have forgotten your username or password:

Click on '**Can't Login**'.

- '**Forgotten Details**' screen will display.

  a) If you have forgotten your '**username**', select '**I've forgotten my username**' and then enter your normal business email address which is registered on CJSM.

  b) If you have forgotten your '**password**', select '**I've forgotten my password**' and then enter your CJSM username into the field.

- Click on '**Submit**'.

- Follow the instructions to reset your password or receive your username. To reset your password, you will need to answer security questions you set when you first logged in. To retrieve your username, you will receive it in an email to the email address specified when your account was created.

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1.3 Password Resets/Change:

- Log into CJSM.
- Click on '**More**' and then select from the drop-down list '**Change Password**'.
- Enter your current password into the '**Current Password'** field, then enter your new password into the '**New Password**' field and enter the new password again into '**Confirm Password**' field.
- Click on '**OK**'.

1.4 Unlocking your account:

You have 5 attempts to try to enter your correct details, however, on the 4th incorrect attempt you will get a warning message informing you have one more attempt before your account is locked.

Once your account is locked, you will need to contact your organisation administrator or CJSM Helpdesk to unlock your account.

Follow the instructions given to unlock your account. You will need to answer some security questions, which you set when you first logged in to your account.

1.5 Logging Out:

To log out from CJSM:

- Click on '**Logout**' at the top right corner of the screen.