Login Page

The Login page is the entry point for the site. From this page you can:

- Sign in to the product

- Reset a forgotten password

The site is very customizable, so your company may have tailored it to suit their requirements. Depending on how your site is customized, the names of fields and buttons may not match those described in this document.

In addition, your site may offer a sidebar with a video and/or links to other resources. If you are using a tablet, this sidebar appears in the landscape orientation only.

To sign in:

1. Enter your user name and password.

2. If a drop-down menu appears listing languages, select your preferred language.

3. Select **Sign me in**.

   The site's Home page or My Queue page appears.

   If you are signing in for the first time, you may need to reset your password. If your site is customized based on preferred language, you may see a page asking you to confirm your selection.

To reset a forgotten password:

1. Select **Forgot Password?**

2. Enter your user name and/or e-mail address, depending on your site's requirements.

3. Select **Reset my password**.

   An e-mail with a temporary link is sent to you.

4. Open the e-mail, and select the link.

5. At the prompt, enter your user name.

6. Enter a new password twice. Then, select **Change password**.

   Once your user name is validated, the system updates your password, and the temporary link is disabled. Then, the Login page appears.

7. Sign in using your user name and new password.

Your site may have certain rules for passwords (for example, a minimum of 8 characters, 1 upper case). If so, your new password needs to conform to these rules.