

matics

Sonemy

IMPORTANT:

- > New users <u>must</u> have training before using SystmOne.
- Staff should not use any other users log in details. (This will result in a breach of confidentiality.)
- > You will see the blue bar downloading at the bottom of the screen please always let this complete.
- If you have forgotten your SystmOne username/password or you have been locked out of the SystmOne, Please contact our Service Desk team on 0116 295 3500 (select the option for general assistance). A member of our team will then call you back to assist you.
- If you are unable to log in to SystmOne please check your internet connection. You can also close Mobile working and re-open to try again, if the problem persists, please call our Service Desk team.

What to do If you have forgotten your Memorable Word

Note: - Memorable word will have been set up during your training. Memorable Word will always be all lowercase characters, consisting of only characters, not **numeric's** or **special characters** it will be a minimum of 8 characters in length.

tmOne Mobile Working Community: Memorable Information	_ 0
To improve your security, you must record some memorable information.	
From now on, when logging in, you will be asked for 3 characters (chosen at random) from this information.	
Please enter some memorable information now.	
Enter memorable information	
	_
Confirm memorable information	
Save memorable information	

The first two times you log into SystmOne, you will need to enter your full memorable word.

sstmOne Mobile Working Community: Memorable Inf	formation	
To improve your constitution must reach	read econe memorable information	
To improve your security, you must rec From now on, when logging in, you will	ord some memorable information. I be asked for 3 characters (chosen at random) from this information.	
Please enter some memorable inform	ation now.	

	Save memorable information	
·	Save memorable information	

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What to do if you have forgotten your Memorable Word



On the third time you will be asked to input random characters from your memorable word, you can type in the letter or use the drop-down arrow to select the character.

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	Enter the 3rd, 5th and 8th characters from your memorable information		
	Login		
	<i></i>		

End of Guide_



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What to do if you have forgotten your Memorable Word