



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	
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.

stmOne Mobile Working Community: I	Memorable Information	
To improve your security, y	ou must record some memorable information.	
From now on, when logging	g in, you will be asked for 3 characters (chosen at random) from this information.	
Please enter some memor	able information now.	
****		
*****		
	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 inform	05	
Login		
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End of Guide



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What to do if you have forgotten your Memorable Word