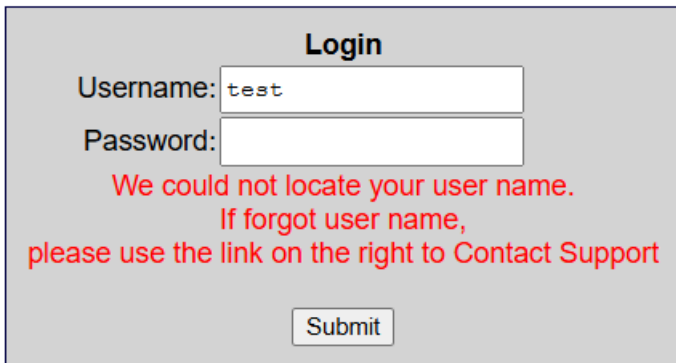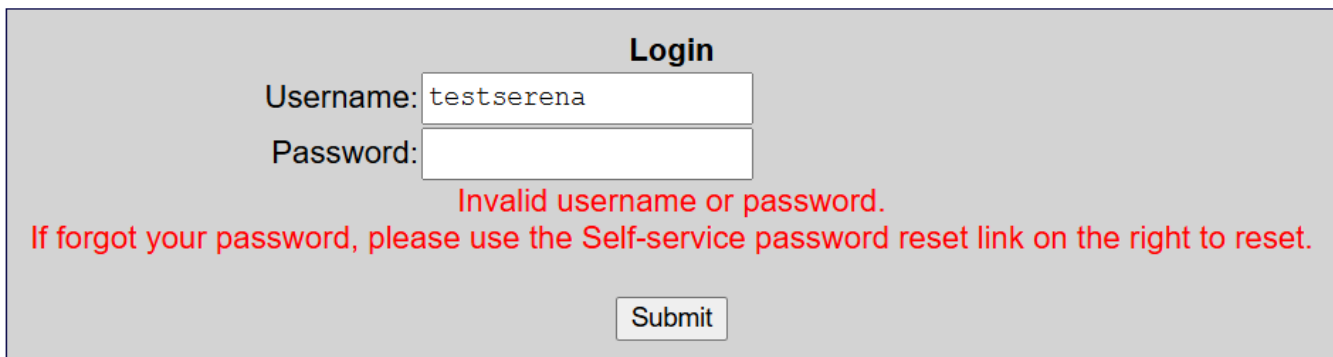# User Login Issue Questions

1. **Invalid username/password, no username found:**

   If user could not remember the username or password, need to use the link on the home page to either send email to support team, or reset password. Website display message as below

   Login
   Username: test
   Password:
   We could not locate your user name.
   If forgot user name,
   please use the link on the right to Contact Support
   Submit

   Login
   Username: testserena
   Password:
   Invalid username or password.
   If forgot your password, please use the Self-service password reset link on the right to reset.
   Submit

2. **When user didn't log in for 90 days, account is being locked.**

   - <u>If user has password security question set up:</u>

     User can self-reset the password and unlock the account.

     - After entered the user name on home page, user would be directed to Self-service Password Reset page. On this page, it asked user to enter the email provided when requested for access.

Self-service Password Reset

Enter your username and the email address on file to retrieve your security question.

Username: `testserena`

Email:

Submit   Cancel

Your account is currently locked due to no log in for 90 days.
Please provide email and click Submit to reset your password and unlock your account.

Return to login

➢ If user entered email does not match the email we have on file, website displays below message. User needs to go back to login page and contact support team to manually review.

Self-service Password Reset

Enter your username and the email address on file to retrieve your security question.

Username: `testserena`

Email: `test@upmc.edu`

Submit   Cancel

Unable to validate user information.
Please use Return to login link back to home page and use the link to Contact Support.

Return to login

➢ If user entered the correct email, website would display the security question:

Self-service Password Reset

Enter your username and the email address on file to retrieve your security question.

Username: `testserena`

Email: `test@upmc.edu`

Question: What color was your first car?

Answer:

Submit   Cancel

Return to login

- when user answered the security question correctly, website would send an email to user with the temporary password and unlock the account.

- If user didn't answer the question correctly, website will display message to explain, and user needs to contact support team to manually unlock.

Self-service Password Reset

Enter your username and the email address on file to retrieve your security question.

Username: testserena

Email: test@upmc.edu

Question: What color was your first car?

Answer: [   ]

[Submit] [Cancel]

Invalid password answer.
Please use Return to login link back to home page and use the link to Contact Support.

Return to login

- If user didn't have security question set up: website display message below. User needs to either use link to open the Outlook and send email to support team to unlock account. Or use the link to direct to Contact Support form on the website to send request.

Login
Username: testserena

Password: [   ]

Account is currently locked due to no log in for 90 days.
Please following this link to Send account unlock request email
Or Contact Support to request account unlock.

[Submit]

3. **User didn't login for 180 days, account is being deactivated.** User will see below message on login page.

Login

Username: testserena

Password:

Account is currently inactive due to no log in for 180 days.
Please Send account activation request email.
Or Contact Support to request account activation.

Submit

- If user click on "Send account activation request" email, it will open outlook when outlook being set up on user computer, email "To" field and "Subject" field will be auto populated, user name will be auto populated in the email body section.

UPMC Reservation Site - Account Activation Request - Message (HTML)

File | Message | Insert | Options | Format Text | Review | Help | Tell me what you want to do

To: ReservationSiteSupport@upmc.edu

Cc:

Subject: UPMC Reservation Site - Account Activation Request

Username: testserena

- If user click on "Contact Support" link, it will direct user to contact page. The username and Issue description will be auto populated on support page. Name, email and phone fields are required.

Contact Support

WARNING:

**THIS WEBSITE IS INTENDED FOR PHYSICIAN PRACTICE SUBMISSION
OF PATIENT RESERVATIONS FOR SURGICAL PROCEDURES.**

**OTHER UPMC SYSTEM REQUESTS, SUCH AS EMAIL OR NETWORK PASSWORD RESETS,
SHOULD BE REFERRED TO UPMC HELP DESK. DO NOT SEND REQUESTS THROUGH THIS FORM.**

Username: `testserena`

First name:

Last name:

Email:

Phone:

Issue description: `Account Activation Request.`

[Submit]

Return to login

When user fill out required information and click Submit, email will be sent to our support page, a message will be displayed on support page as below:

Request submitted. A copy has been sent to the email address provided.
Please monitor that email account for support team response.

4. **User can click the Self-Reset Password link on the home page to reset password at any time.**
   ➢ When user has security password question set up, it will display the question on Reset page and send temporary password email after user answered the question correctly.
   ➢ When user did not set up the security question before, website will display message below. User can click the Contact Support link provided to be redirected to support page and send request.

Self-service Password Reset

Enter your username and the email address on file to retrieve your security question.

Username: `testserena`

Email: `test@upmc.edu`

[Submit] [Cancel]

Security question not set.
Please Contact Support to request password reset.

Return to login

Contact Support

WARNING:

**THIS WEBSITE IS INTENDED FOR PHYSICIAN PRACTICE SUBMISSION
OF PATIENT RESERVATIONS FOR SURGICAL PROCEDURES.**

**OTHER UPMC SYSTEM REQUESTS, SUCH AS EMAIL OR NETWORK PASSWORD RESETS,
SHOULD BE REFERRED TO UPMC HELP DESK. DO NOT SEND REQUESTS THROUGH THIS FORM.**

Username: `testserena`

First name:

Last name:

Email:

Phone:

Issue description: `Reset Password Request.`

[Submit]

Return to login