

Password Troubleshooting

How do I reset my CPOMS password?

- © Navigate to your usual CPOMS log-in page.
- © Enter the email address associated with your CPOMS account and click 'Next'.
- Click on the **'Forgot Password'** option (Beneath the 'Log In' button).
- © When prompted, enter your email address again and click **'Send Reset Email'**.

This will then send you a unique link, to the email address provided, where you can create a new CPOMS password. *Please note, the reset password link <u>expires at midnight on the day it was sent</u>, so should be generated on the day you are going to log in to CPOMS.*

How do I reset another users CPOMS password?

- © Navigate to your usual CPOMS log-in page.
- © Enter the user's email address, associated with their CPOMS account, and click 'Next'.
- © Click on the **'Forgot Password'** option (Beneath the 'Log In' button).
- When prompted, enter the user's email address again and click 'Send Reset Email'.

This will then send <u>the user</u> a unique link, to the email address provided, where they can create a new CPOMS password. *Please note, the reset password link expires at midnight on the day it was sent, so should be generated on the day the user is going to log in to CPOMS. To prevent the link from expiring, we recommend sharing the CPOMS log-in page with the user(s) and advise them to click on the 'Forgot Password' option themselves.*

I am not receiving the CPOMS reset password email?

If the reset password email is not received, please firstly double check your junk, clutter and 'Other' (if you have one) mailboxes, in case the email has filtered in here. If it has, please drag and drop the email into your main inbox to avoid this occurring again in the future.

If the email is not in any of your other folders, please ask an IT person in school to **whitelist** our alert email address, which is:- <u>notifications@cpoms.net</u> to ensure our emails are not being blocked anywhere.

When I try to reset my password I receive the error 'An account with these details cannot be found'?

Please firstly check that the email address you are inputting **does not contain any spelling mistakes or typos** and it is the correct email address associated with your CPOMS account.



This error can occur if you have not yet been added to CPOMS. Please contact your CPOMS Administrator to check and arrange this, if necessary, via the CPOMS 'Admin' area > 'Users' tab.

This error can also occur if we have a different email address assigned to your account, or if there is a spelling error in it. Please contact your CPOMS Administrator to check and amend this, via the CPOMS 'Admin' area > 'Users' tab by clicking on your name, into your profile page.

When I click on the reset password link it says it has now expired?

The CPOMS reset password link expires at midnight on the day it was sent.

Therefore, if you do not click on the link before this time, you will need to request a new password, as follows:-

- © Navigate to your usual CPOMS log-in page.
- © Enter the email address associated with your CPOMS account and click 'Next'.
- © Click on the **'Forgot Password'** option (Beneath the 'Log In' button).
- When prompted, enter your email address again and click 'Send Reset Email'.

This will then send you a unique link, to the email address provided, where you can create a new CPOMS password.

When I try to log-in to CPOMS, I receive the error 'Invalid Username or Password'?

Please firstly ensure that you are inputting the **correct email address** assigned to your CPOMS account, and double check that both your email address and password **do not contain any spelling mistakes or typos.**

If you are still unable to log-in, please try to reset your password from scratch next, as follows:-

- © Navigate to your usual CPOMS log-in page.
- © Enter the email address associated with your CPOMS account and click **'Next'**.
- © Click on the **'Forgot Password'** option (Beneath the 'Log In' button).
- [©] When prompted, enter your email address again and click **'Send Reset Email'**.

This will then send you a unique link, to the email address provided, where you can create a new CPOMS password. When setting your new password please use a unique, secure password <u>that you have not used</u> <u>for CPOMS previously</u>, including at least one capital letter, number and a special character in it.

Lastly, please ensure that a previous email address and password is not saved to the browser (pre-filled) as this may be overwriting your newer email address/ password causing the error. If this could be the case, please follow the **'How to clear a saved password'** instructions below (*Google Chrome Page 3, Internet Explorer Page 4, Microsoft Edge Page 4*). Or, if you are unsure how to do this part **please contact your IT person in school for assistance.**



How often do CPOMS passwords expire?

Passwords no longer expire in CPOMS, but we highly recommend that you change your CPOMS password on a regular basis and refrain from saving your password in your web browser.

How to clear a saved password from your browser in Google Chrome

Please note, this can vary depending on the version of Google Chrome you are using.

Open up a new tab in Google top right-hand corner of the	e Chrome and click to open the Chrome menu using t browser.	he ' ¹¹ ' icon, to the	
Click on 'Settings' from the d	lrop-down menu.		
Next, to the left click on 'Auto-fill' , and then the 'Passwords' option.			
← → C	Q Search settings	x 9 : New tab New window Ctrl+N	
You and Google	Auto-fill	New incognito window Ctrl+Shift+N History	
 Auto-fil Safety check Privacy and security Appearance Search engine Default browser On start-up Advanced Extensions About Chrome 	Passwords Payment methods Addresses and more Safety check Chrome can help keep you safe from data breaches, bad extensions and more Check now Check now Check now Check now Check now Check now Check now Check now Check now Check now Check now Check now Check now Check now Check now Check now Check now Check now<	Downloads C(trl-) Bookmarks Zoom - 100% + C3 Print Ctrl-P Cast Find Ctrl-F More tools Settings Exit	
Look for your CPOMS login p actions icon and choose to ' F	age under your Saved Passwords , once located, click Remove' it. Copy password Details Remove	c on the ' [*] ' more	



How to clear a saved password from your browser in Internet Explorer

Please note, this can vary depending on the version of Internet Explorer you are using.

- © Open the **'Tools'** menu.
- © Select 'Internet Options'.
- Click **'Content'**.
- © Under AutoComplete, click **'Settings'**.
- © Click on 'Manage Passwords'
- © Click on the 'Web Credentials Manager'
- © Click on the drop-down arrow by the web site you want to remove the password.
- Click on 'Remove'.

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How to clear a saved password from your browser in Microsoft Edge

Please note, this can vary depending on the version of Microsoft Edge you are using.

Open up a new tab in Microsoft Edge and hand corner of the browser.	d click t	o open the menu using the ' ' icon, to the top right-		
Click on 'Settings' from the drop-down menu.				
Next, in your profile click on the 'Passwords' option. Look for your CPOMS login page under your Saved Passwords , once located, click on the ' ' more actions icon and choose to 'Delete' it.				
٩	⊚	Details		
		Delete		

For further assistance on any of the above please do not hesitate to contact us on **01756 797766** or **support@cpoms.co.uk**.

