Password Troubleshooting

How do I reset my, or another user's, CPOMS password?

Please select the **'Forgotten your password or using CPOMS for the first time?'** option, beneath the 'Login' button at your usual CPOMS log-in page.

Simply input the email address which was supplied to us (this can be your own, **or another users**) and click **'Reset Password'.**

This will then send you/ the user a unique link to the email address provided, where you/ 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 you are going to log in to CPOMS.*
>
> *Therefore, we recommend that you **share your CPOMS url (web address) with users** and advise them to **click on the 'Forgotten your password or using CPOMS for the first time?' option themselves**, to avoid the link expiring.*

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:- notifications@cpoms.net to ensure our emails are not being blocked anywhere.

When I try to reset my password I receive the error 'The email address you entered does not exist'?

Please firstly check that you are on the **correct URL** (web address) for your schools CPOMS log-in page, and that the email address you are inputting **does not contain any spelling mistakes or typos**.

This error can occur if you have not been added to CPOMS. Please contact your CPOMS Administrator to check and arrange this, via the CPOMS 'Admin' area > 'Users' tab by clicking on your name, into your profile page.

This error can 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, again via the CPOMS **'Admin'** area > **'Users'** tab.

Also, if your school has a mixture of **'Identity'** and **'SSO'** *(Single Sign On)* users, please ensure you are selecting the correct **'Authentication Provider'** for your account type when trying to reset your password:-

ⓒ If you have access to **one school/ CPOMS system** please choose **'CPOMS Identity'**.

ⓒ If you have access to **more than one CPOMS system (including CPOMS StaffSafe)** please choose **'CPOMS SSO'** - if SSO has been setup for your account.

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 at your usual CPOMS log-in page, by clicking on the **'Forgotten your password or using CPOMS for the first time?'** option, beneath the 'Login' button.

When I try to log-in to CPOMS, I receive the error 'Your email address or password was incorrect'?

Please firstly check that you are on the **correct URL** (web address) for your schools CPOMS log-in page.

Please also ensure 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 your school has a mixture of 'Identity' and 'SSO' users, please ensure you are on the **correct sign-in page** for your type of log-in.

ⓒ If you have access to **one school/ CPOMS system** you will be a **'Identity'** user.

ⓒ If you have access to **more than one CPOMS system (including CPOMS StaffSafe)** you will be a **'SSO'** (Single Sign On) user - if SSO has been setup for your account.

You can switch between the sign on pages, just beneath the 'Login' button at your CPOMS URL, by clicking on **'Login using your CPOMS SSO/ Identity account'**. **Some schools will not have this option if there are no SSO users yet.*

If you are still unable to log-in, please try to reset your password from scratch next, using the **'Forgotten your password or using CPOMS for the first time?'** option, just beneath the 'Login' button. When setting your new password please use a unique, secure password that you have not used for CPOMS previously, 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 for saving your password in your web browser.
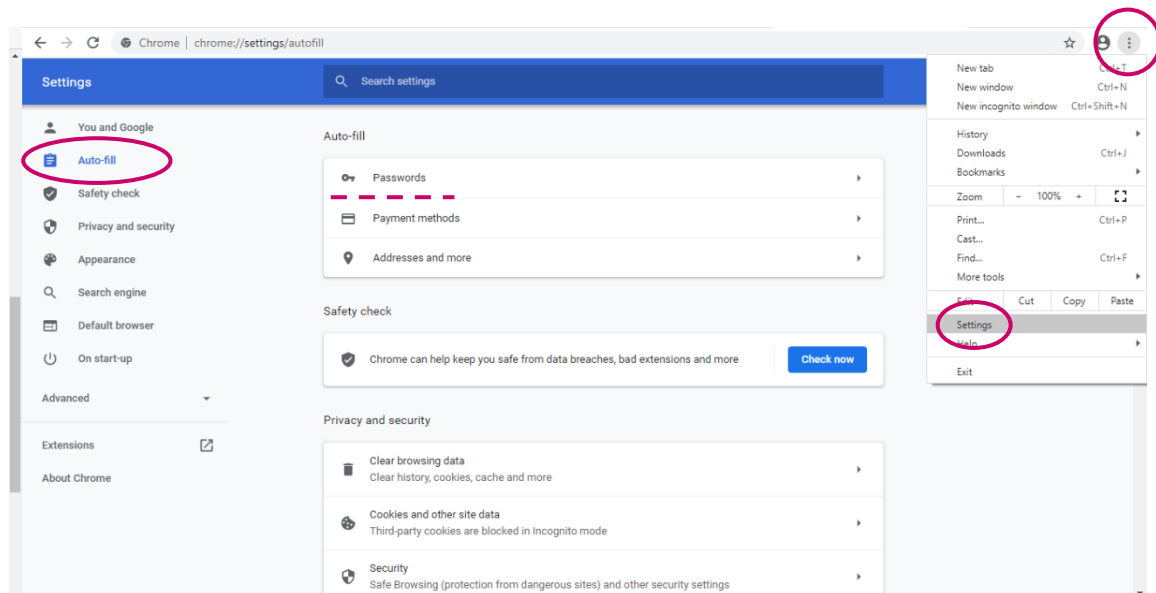
How to clear a saved password from your browser in Google Chrome

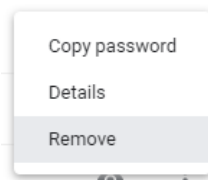*Please note, this can vary depending on the version of Google Chrome you are using.*

Open up a new tab in Google Chrome and click to open the Chrome menu using the '⋮' icon, to the top right-hand corner of the browser.

Click on **'Settings'** from the drop-down menu.

Next, to the left click on **'Auto-fill'**, and then the **'Passwords'** option.

Look for your CPOMS login page under your **Saved Passwords**, once located, click on the '⋮' more actions icon and choose to **'Remove'** it.

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'.**

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 click to open the menu using the '**⋯**' icon, to the top right-hand corner of the browser.

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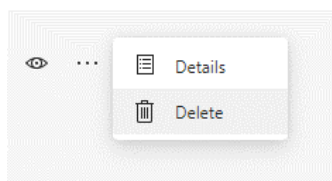
For further assistance on any of the above please do not hesitate to contact us on
01756 797766 or **support@cpoms.co.uk**.

www.cpoms.co.uk