



## **Pulse Log in & Password Maintenance Guide**



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## 1. BASIC LOG IN, INCLUDING "LOCK-OUT" POSSIBILITY

Fill in your user name and password.

Please log in with your Pulse Username and Password.

Username

Password

[Change Password](#) || [Forgot Password](#)

Keep in mind that both the fields are CAPS sensitive.

If you enter your Username and Password and get the below message, you need to contact your Administrator or log in as Administrator to untick the "Account Locked Out?" box.

If you do not have access to do the above access in Pulse you need to click on "Password Reset" and follow the prompts.

This account is now locked out.

[Password Reset](#)

For more information contact support:  
[support@pulse-software.co.uk](mailto:support@pulse-software.co.uk)  
UK: +44 (0) 203 139 9015  
SA: +27 (0) 11 782 1134

Enter your username.

Instructions to reset your password will be emailed to you.

Username

### Update Consultant Details

First Name: Megan \* Surname: Strydom \*

Initials: Mobile:

Telephone: 0114759494 \* Fax:

Email: test@test.com \* multiple seperated by comma (,)

SMS Email: (including SMS gateway)

Last Login: 20 Dec 2012 12:31:16 PM Last Seen: 20 Dec 2012 12:32:20 PM

Login Redirect: Latitude & Longitude: Clear

Hidden  Hide Left Toolbar after Login

Physically At: Clear

Roles: **Credentials** Service Scoreboards Financial Rates Category/Custom Field

Account Locked Out?  ←

User ID: megans

Password: [Change Password](#) Password Expires 20 January 2013

Clearance Level: System Administrator

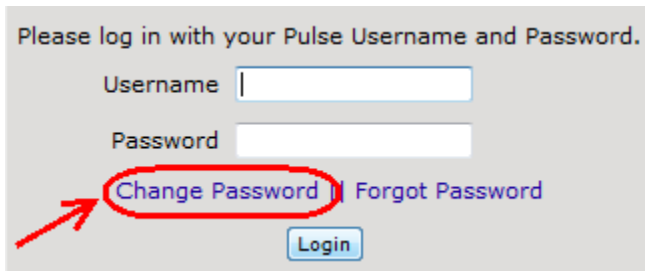
Calendar Integration

Target Server: Office 365 Demo

User Identifier: megan.strydom@gmail (Usually an Email Address)

## 2. PASSWORD CHANGE FROM LOG-IN SCREEN

Click on "Change Password" if you want to allocate yourself a new password.



Please log in with your Pulse Username and Password.

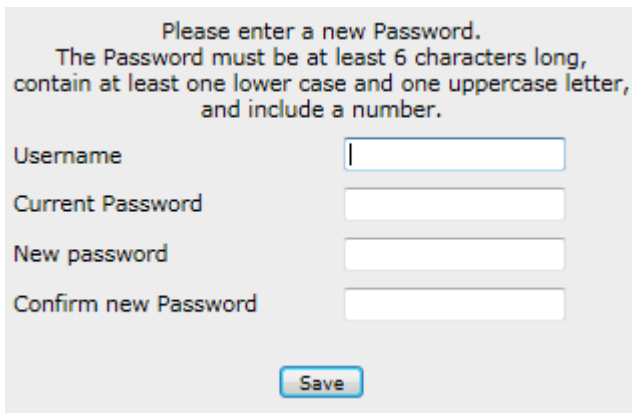
Username

Password

[Change Password](#) | [Forgot Password](#)

A red arrow points to the "Change Password" link, which is circled in red.

Fill in the requested information and click "Save".



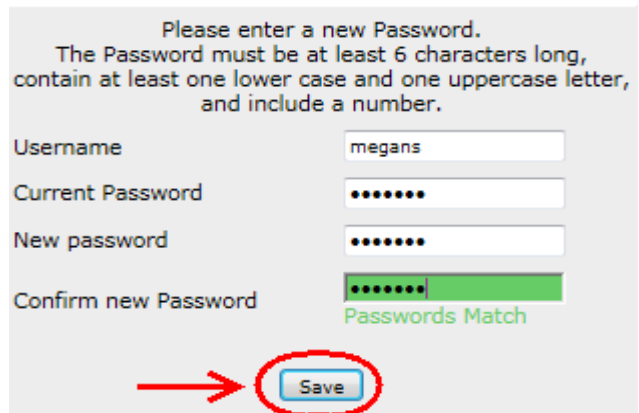
Please enter a new Password.  
The Password must be at least 6 characters long,  
contain at least one lower case and one uppercase letter,  
and include a number.

Username

Current Password

New password

Confirm new Password



Please enter a new Password.  
The Password must be at least 6 characters long,  
contain at least one lower case and one uppercase letter,  
and include a number.

Username

Current Password

New password

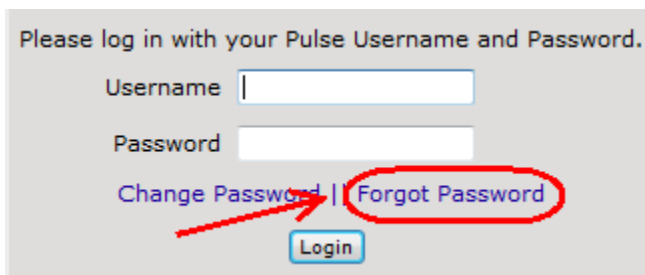
Confirm new Password

Passwords Match

A red arrow points to the "Save" button, which is circled in red.

## 3. REQUESTING PASSWORD RESET ("FORGOT PASSWORD" FROM LOG IN SCREEN

Click on "Forgot Password" and follow the prompts. The prompts will be the same as if you have been locked out.



Please log in with your Pulse Username and Password.

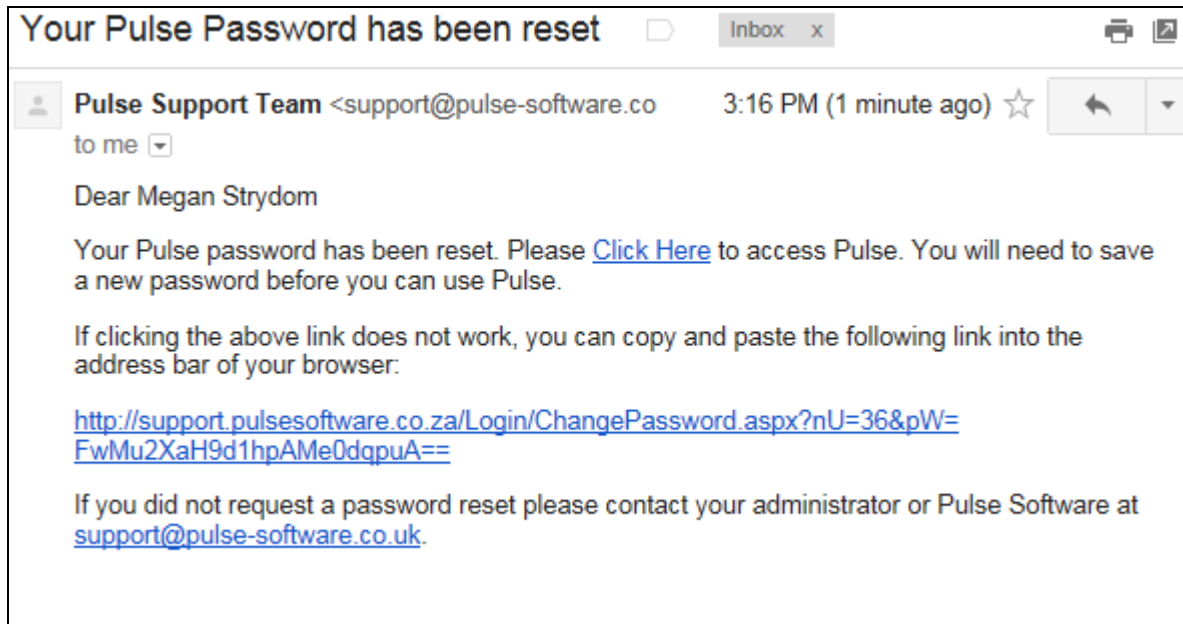
Username

Password

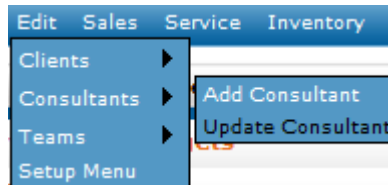
[Change Password](#) | [Forgot Password](#)

A red arrow points to the "Forgot Password" link, which is circled in red.

You should then receive an email that looks like the below example:

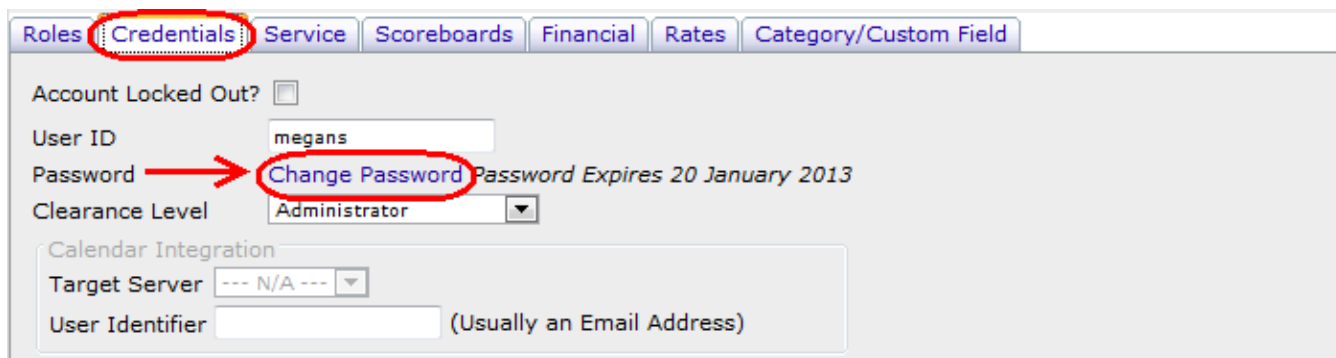


#### 4. PASSWORD CHANGE FROM CONSULTANT RECORD



Go to "Edit", "Consultant", "Update Consultant"

Select the Consultant that needs to change their password, click on "Credentials" tab and click on "Change Password".



Fill in the requested details and click "Save"

Please enter a new Password.  
The Password must be at least 6 characters long,  
contain at least one lower case and one uppercase letter,  
and include a number.

Username

New password

Confirm new Password

Must change at next login

## 5. PASSWORD EXPIRY

You might receive the below message at some stage of logging in:

**Your Password has expired.** Please enter a new Password.  
The Password must be at least 6 characters long,  
contain at least one lower case and one uppercase letter,  
and include a number.

Username

New password

Confirm new Password

Fill in your new password and click "Save".

