

# Troubleshooting - Ciph HR login

There are a number of reasons that a user may not be able to login to Ciph HR. This guide details the most common issues and suggested resolutions.

## Credentials are invalid, please try again

- This is generally caused by either the **Username** or the **Password** being incorrectly entered
- The user can retry but it is recommended that the user clicks the **Forgot Password** option
- This will prompt the user for their **Username, Email Address, Surname** and **Date of Birth** as validation prior to enabling their password to be reset

The screenshot shows a login page with a dark header and a light body. The title 'Login' is centered at the top. Below it, a red error message reads: 'Credentials are invalid, please try again. If you still cannot log in then please try using the Forgot Password link.' Underneath, there is a prompt: 'Please enter your user name and password.' followed by two input fields labeled 'Username' and 'Password'. Below these is a link for 'Forgot password' and a blue 'Log in' button. At the bottom, there is a small disclaimer: 'This system contains information relating to you and your subordinates. By logging in you consent to the monitoring and auditing of changes to the data. Unauthorised access or disclosure of information may result in disciplinary action and may result in prosecution.'

**Note:** Validation rules for password formats can be created in **System Configuration** as required.

## Unable to login with SSO

- When using Ciph HR with Single Sign On (SSO) the work email address which is stored in Ciph HR needs to match with the record stored in Active Directory (AD)
- Check AD to ensure that this is the case

The screenshot shows a login page with a dark header and a light body. The title 'Login' is centered at the top. Below it, a red error message reads: 'You do not have permission to login using SSO, please contact your system administrator.' Underneath, there is a prompt: 'Please enter your user name and password.' followed by two input fields labeled 'Username' and 'Password'. Below these is a link for 'Forgot password' and a blue 'Log in' button. At the bottom, there is a small disclaimer: 'This system contains information relating to you and your subordinates. By logging in you consent to the monitoring and auditing of changes to the data. Unauthorised access or disclosure of information may result in disciplinary action and may result in prosecution.'

## Could not find a match.....

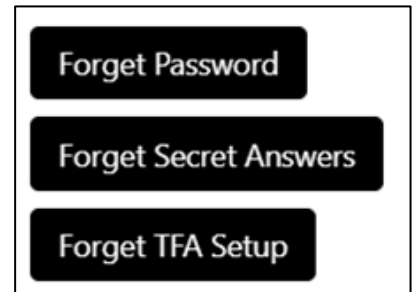
- One of the field entries in the screen (right) does not match the data for the user that is recorded in Ciph HR
- The user will need to contact their System Administrator/HR team to verify that they are entering the correct information

The screenshot shows a validation form with a light background. At the top, a red error message reads: 'Could not find a match, please check your details below.' Below this are four input fields with asterisks: 'Username\*', 'Email Address\*', 'Surname\*', and 'Date Of Birth\*'. The 'Date Of Birth\*' field has a calendar icon. Below the fields is a reCAPTCHA section with a checkbox and the text 'I'm not a robot'. A small red text below the checkbox says: 'This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.' To the right of the reCAPTCHA is a small logo for 'reCAPTCHA' with 'Privacy - Terms' below it. At the bottom are two buttons: 'Continue' and 'Cancel'.

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## Unexpected Error Message

- As the message would indicate – something has gone wrong which is unexpected
- In order to resolve this the Ciph HR System Administrator will need to access the user record and go into the **Account Settings** for the user
- Once there click on the options to **Forget Password, Forget Secret Answers** and if two factor authentication is being used **Forget TFA Setup**
- The user should then click the **Forgot Password** option on the login screen and then enter the details as required



Please enter your user name and password.

Username

Password

**Forgot password**

Log in

This system contains information relating to you and your organisation. By logging in you consent to the monitoring and use of your data. Unauthorised access or disclosure of information is prohibited.

Please enter your details

Username\*

Email Address\*

Surname\*

Date of Birth\*  
day/month/year

This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.

I'm not a robot

reCAPTCHA  
Privacy - Terms

Continue

Cancel

## Verification Code not Recognised

- Applicable to customers who are using **Two Factor Authentication** this error indicates that the code has timed out
- It is possible to increase the time limit on a code which is achieved through **System > System Configuration > System Configuration**
- Filter or page through the configuration options and locate the line for **Two Factor Past Windows**

Group Name ↑	Name	Description	Value
Two Factor Auth	Two Factor Future Windows	How many codes from windows in the future will be accepted	0
Two Factor Auth	Two Factor Past Windows	How many codes from windows in the past will be accepted	1

- The **Value 1** equals 30 seconds
- Click into the **Value**, set as required and then click **Update**

Two Factor Past Windows - How many codes from windows in the past will be accepted

Value

Default Value

✓ Update

**Note:** Where possible the use of a mobile authentication app is recommended for security reasons.