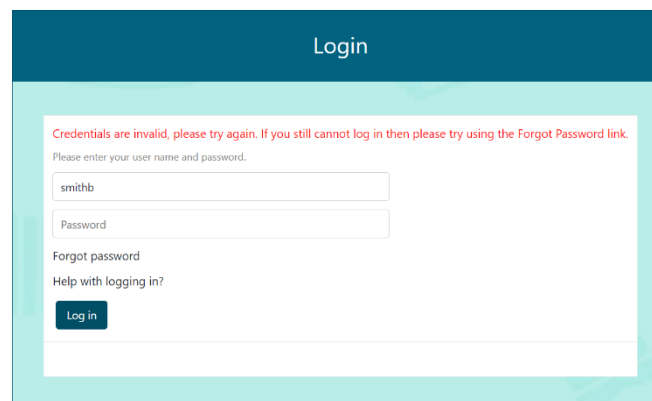


## Troubleshooting - Ciphr HR login

There are a number of reasons that a user may not be able to login to Ciphr 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, or the account has been locked
- 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

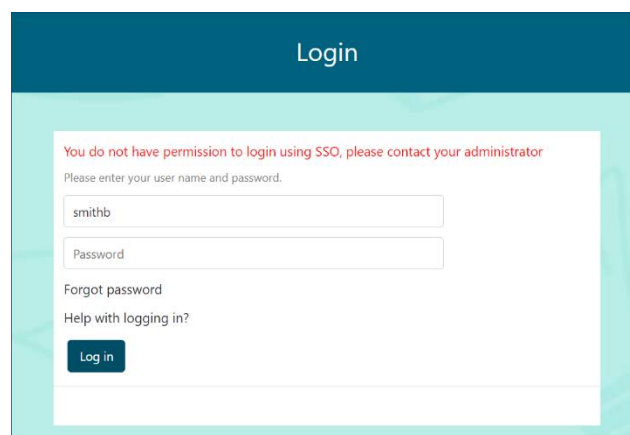


The screenshot shows a login form with a dark teal header containing the word "Login". Below the header, a red error message reads: "Credentials are invalid, please try again. If you still cannot log in then please try using the Forgot Password link." The form includes a prompt "Please enter your user name and password." followed by two input fields: one containing "smithb" and another labeled "Password". Below these fields are links for "Forgot password" and "Help with logging in?", and a dark teal "Log in" button.

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

### Unable to login with SSO

- When using Ciphr HR with Single Sign On (SSO) the work email address which is stored in Ciphr 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 form with a dark teal header containing the word "Login". Below the header, a red error message reads: "You do not have permission to login using SSO, please contact your administrator". The form includes a prompt "Please enter your user name and password." followed by two input fields: one containing "smithb" and another labeled "Password". Below these fields are links for "Forgot password" and "Help with logging in?", and a dark teal "Log in" button.

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### 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 Ciphr HR
- The user will need to contact their System Administrator/HR team to verify that they are entering the correct information

Could not find a match, please check your details below.

Username\* smithc

Email Address\* smithc@ciphr.com

Surname\* Smith

Date of Birth\* 12/Jul/1989

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

Cancel Continue

### Unexpected Error Message

- As the message would indicate – something has gone wrong which is unexpected
- In order to resolve this the Ciphr 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

Richard Adam

512 Records Found

Forget Password

Forget Secret Answers

Unlock Account

Login

Credentials are invalid, please try again. If you still cannot log in then please try using the Forgot Password link.

Please enter your user name and password.

smithc

Password

Forgot password

Help with logging in?

Log in

Please enter your details

Username\* smithc

Email Address\* smithc@ciphr.com

Surname\* Smith

Date of Birth\* 12/Jul/1989

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

I'm not a robot

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Cancel Continue

## 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**

System Configuration				
Group Name	Name	Description	Value	
Two Factor Auth	External User Two Factor Future Windows	How many codes from windows in the future will be accepted	0	
Two Factor Auth	External User 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**

System Configuration

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

Value:

Default Value:

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