

IN THIS ISSUE

Login Disabled Message

Login Disabled Message

When logging on to Nexsure, sometimes a user's **Login Name** can become disabled if too many incorrect attempts to log on have been made or if the System Administrator has disabled the **Login Name**. Perform the following steps to enable the **Login Name** again:

If a user's Login Name and Password become disabled a This login is disabled indefinitely. Please contact your system administrator message is displayed.

nevsure		XDimensional Technologies
LOGIN SUPPORT SECURITY ABOUT NEXSURE	ABOUT XDTI XDTI HOME	
Welcome to Nexsure This login is disabled in administrator.	. Please login. definitely. Please contact your system	
Login Name: Password:	dbrown@trainingorg	
	Login Change password	
	Forgot your password? New user registration request	

1. When this message is received it could mean the user might have entered the Login Name and Password incorrectly more times than your Org Administrator has setup Nexsure to allow (in the image below, see the value entered in the Number of unsuccessful login attempts before login name is locked box). The setting is located in Nexsure by clicking SETUP > Security Administration on the Setup Console.

nexsure				HOME HELP SETUP LOGOUT		
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Use the navigation below to access Nexsula setup information.	_					
Setup Con: ole	security policy user rights templates access log T-Log pdf secu	rity controls				
Expand Minimize	Please review and update organization security poli	⊂ y		-		
Actions	When effective date column is blank, the rule takes effect immedia When expiration date column is blank, the rule remains in effect in					
Elient Access	Rules marked with an asterisk do not apply to the Access Portal for					
Retail Agent Access	Rule Description	Value	Effective Date	Expiration Date		
Color Sciemes	Enable user login expiration date and time	Yes 💙		6		
Integration Downloads	Enable access time restriction for users *	No 💌				
Lookup Hanagement	Default time of day after which user is allowed to login *	1:00 AM				
Opportunities	Default time of day after which user is not allowed to login *	11:30 PM				
Print Black Forms Program	Require that passwords contain at least one special character	No 💌				
Document Templates	Require that passwords contain at least one numeric character	No 💙				
Security Administration	Number of unsuccessful login attempts before login name is locked	12				

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2. Also, it might be that the System Administrator has disabled the user's Login Name. To re-enable the Login Name contact your System Administrator, not Nexsure Support, since the decision of allowable logins are the responsibility of your System Administrator. On the Primary menu, the System Administrator can enable the login by clicking on the ORGANIZATION link, clicking the employees tab, locating the employee and click the Details right icon.

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Employees		N -	Showing Page 1 of 23	► N 1 💌	Filter: [Show]
Details Pri	ary Employee	Availability	Title	E-Mail	Deactivate
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	Au Duong, Van	Offline			En la

3. Click the **security** tab and deselect the **Login disabled** check box. Click the **Update** link on the **Navigation Toolbar**. Once completed, the user will be able to successfully log on to Nexsure.

e sure					ome Help Setup Logo
SEARCH ORGANIZATION REPOR				Bookmarks: Expans	d Add Remove Selected
RGANIZATION PROFILE ALL EMPLOYEES ALL LOCATIONS					
rganization Name:					 Organization
rganization					
XDTI					
Previous Page				Upda	te
card file regions territories branches departments	locations employees accounting	vendors			
employee detail identity additional logins security	commissions accounting transactions				
Employee Name: Dora Brown				User	Status: Active
To add/edit a user for this account, enter the login information	and click on the Save/Update link on the n	avigation bar at the top.			
Login Information					
	Login name: dbrown@train	ningorg			
	New password:				
	Confirm new password:				
	Time zone: (GMT-08:0	0) Pacific Time (US & Canada); 1	ijuana 💌		
	Automat	ically adjust clock for Daylight Savin	gs Time (DST)		
	Login expiration date:	and time:			
(Change of password required:				
	Access allowed from: 1:00:00 AM	П			
	Access allowed until: 11:30:00 P	м			
	Notify admin upon login:	_			
	Allow login on Saturday: 🔽				
	Allow login on Sunday: 🔽				
	Login disabled:				
User Accounts	N 4	Showing Page 1 of 1	N		[Add New]
Primary Details Location Entity Name	Entity Type	Rights	Status	Date Created	Remove
Ace Insurance Branch	Branch	Representative	Active	6/25/2009	E



November 30, 2009

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