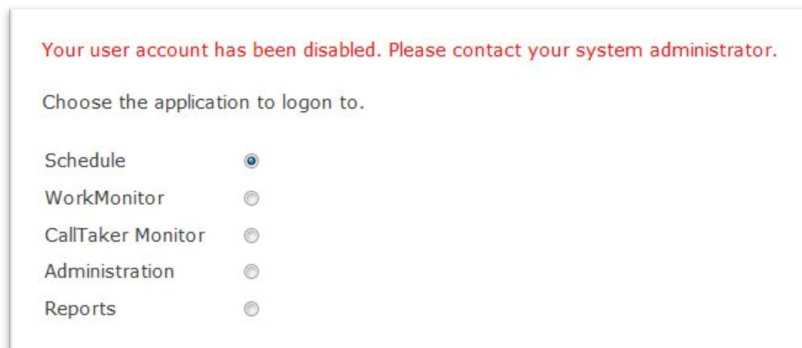


Forgotten Password

If you have entered your password incorrectly several times the system will automatically disable your account as a security measure and you will see the following message above the log on selector screen:



Your user account has been disabled. Please contact your system administrator.

Choose the application to logon to.

Schedule

WorkMonitor

CallTaker Monitor

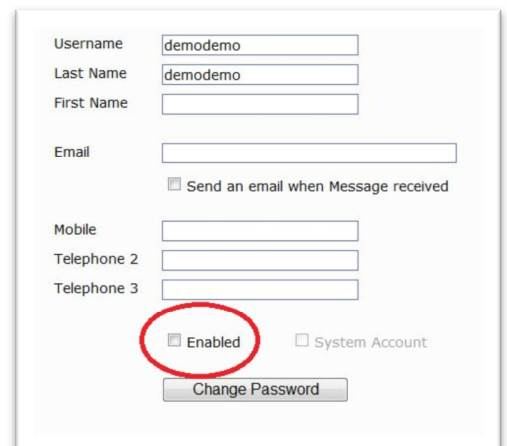
Administration

Reports

To reactivate your account either:

1. If you usually enter your own company name at the main log on screen :
 - a. You will need to contact your company's system administrator who will be able to reactivate any disabled accounts.
 - b. Gallinet's controllers will not be able to perform this service for you in such instances.

Administrators can find this function in the "Administration / Security" section of the application as shown right:



Username

Last Name

First Name

Email

Send an email when Message received

Mobile

Telephone 2

Telephone 3

Enabled System Account

2. If you enter "Gallinet" at the main log on screen you will need to request a password reset, noting the following:
 - a. Requests will have to originate from authorised persons other than the account holder and must identify the locked account name in full.
 - b. All requests must be received in writing to control@gallinet.com or by fax to 01902-884 278, faxes must be on company headed paper and e-mails must use your company e-mail.

In most instances password reset requests would expect to be completed within the hour, Monday to Friday 0900:1700