

Self Service Security Upgrades

Dear user

The Security of your Sage Self Service data is of utmost importance to us. We are continually striving to implement the latest security strategies and methods.

We have recently made changes to the follow features on Sage Self Service:

- **Password and login administration**

In accordance with security protocols, the sending of usernames and passwords via email is not a secure method. We have revised how we handle the login information to no longer send this information via email but rather follow a reset password methodology. Please see the detail below.

- As a first time user your administrator will login and go to Admin/Login and select to Reset Login Details. You will then receive an email or a SMS with a link to follow to reset your password.
- If you have forgotten your password you can select on Forgot Password, enter in your username and an email will be sent to you to reset your password.

- **Security Group**

This is an existing feature that has been enhanced. This option is used to set up rights for users to be able to view and edit certain functionality.

To access this function select Admin menu and then select on Security Group.

- **Support access**

This is a new feature granting a Support Agent login access to the Self Service Company for a user, for a limited duration of 5 hours. This will avoid the need of sending or communicating sensitive information. To access this function select Admin menu and then select on Temp Support Login.

Enter in the Email address of the Support Agent that will be assisting you. Once you have selected to Create Support Login Details the agent will receive an email to log in and do the investigation.

Temporary Support Login Request

Support Consultant's Details

Support Consultant's Email Address	<input style="width: 90%;" type="text"/>
Comments	<input style="width: 90%; height: 40px;" type="text"/>

Create Support Login Details

Please note that the Temporary Support Login Details issued to the Support Consultant will only be valid for 5 hours.

These changes have been made in accordance with Information Technology Standards and with the security of your Self Service information in mind.