

MyTert User Login and Password help

CURRENT ISSUE

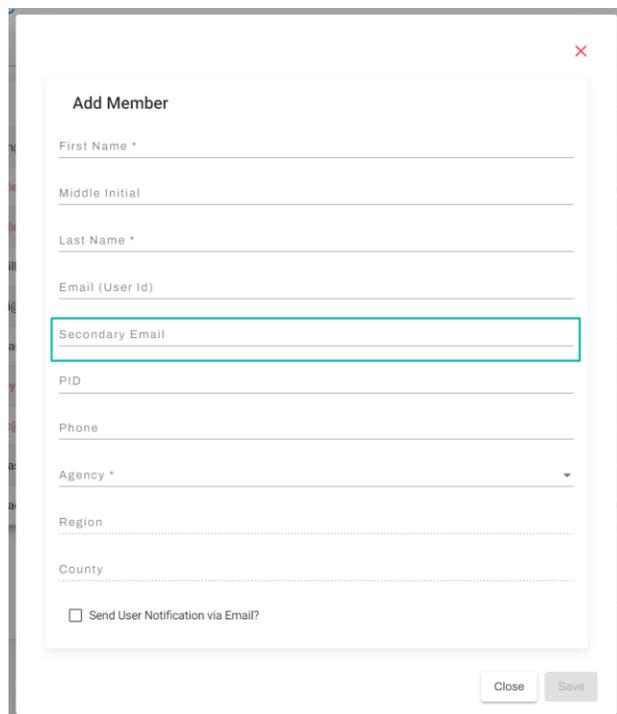
The number one issue with MyTert – is the *user login and password reset functionality*. The main cause for this heartburn is that user ids are their work emails. For example, let's say we have the following TERT user: **john.doe@dfw.gov**

He forgot his password and submits a reset. The MyTert server will send that reset password link to his **dfw.gov** email. Typically, municipalities have strict spam filters and will block the reset link. Eventually, I will have to get with these municipalities and find a way to let the MyTert emails flow through to the users.

WORK-AROUNDS AND ENHANCEMENTS

All management levels from Agency Manager to State Coordinator needs to be diligent when entering users and setting up their information.

- a. **Secondary Email** – Be sure to fill out all member's secondary email. This one can be the user's own personal email. The new password reset functionality has the ability to send the password reset link to the Secondary Email in addition to the Primary Email.



The image shows a screenshot of a web application dialog box titled "Add Member". The dialog contains the following fields and controls:

- First Name *
- Middle Initial
- Last Name *
- Email (User Id)
- Secondary Email (highlighted with a red border)
- PID
- Phone
- Agency *
- Region
- County
- Send User Notification via Email?
- Close button
- Save button

- b. The **Secondary Email** is located on the Member section and can be updated through the Add/Edit functionality. The Add Member dialog is shown above.

- c. The if the user is able to log in with their normal credentials, they can update their own Secondary Email by accessing their **Account Settings** – shown below.

Account Settings Communication Settings Profile Picture Password Change

Email (User Id)
lhj@leocite.com

Secondary Email
business@leocite.com

Primary Phone	Provider	Type	
	AT&T	Cell	+

Additional Phone	Provider	Type	
	AT&T	Home	✖

Save

- d. **Primary Phone** – Is a required field. It should be populated with a user’s mobile phone number. The Primary phone can be updated exactly the same way as the Secondary Email. Reference section a and b above.
- e. It is highly recommended that users log in, go to their settings, and verify their primary phone number. Also, they will need to select a proper provider if they wish to reset their password through a text message.

Account Settings Communication Settings Profile Picture Password Change

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lhj@leocite.com

Secondary Email
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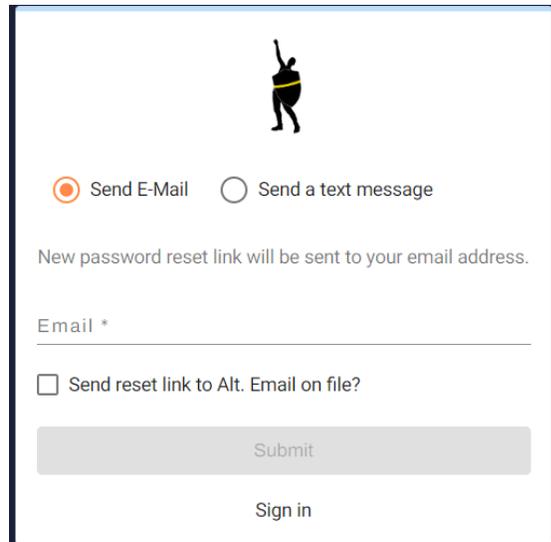
Additional Phone	Provider	Type	
	AT&T	Home	✖

Save

PASSWORD RESETS

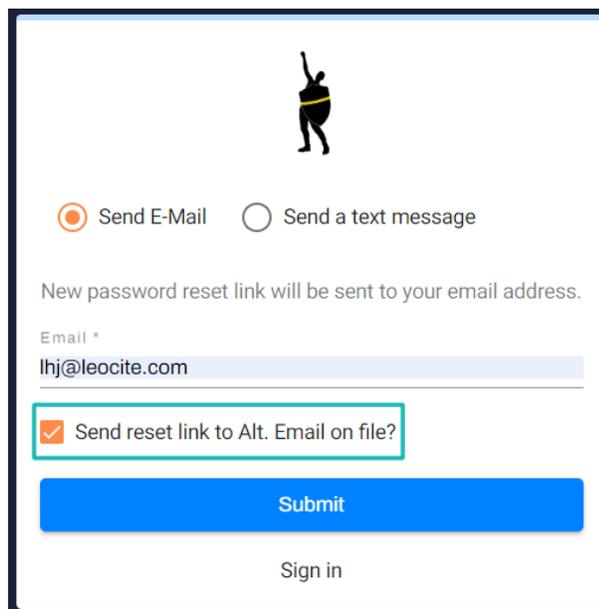
There are several ways to reset your password.

- a. **Primary Email** – Click the Forgot Password link on the sign in form. This will take you the to Recover Password screen. By default, the Send E-Mail is selected. The user only needs to enter their password and click Submit. If the email is successful, you will receive one with in 10 minutes. It will contain a link that you click to help you reset your password.



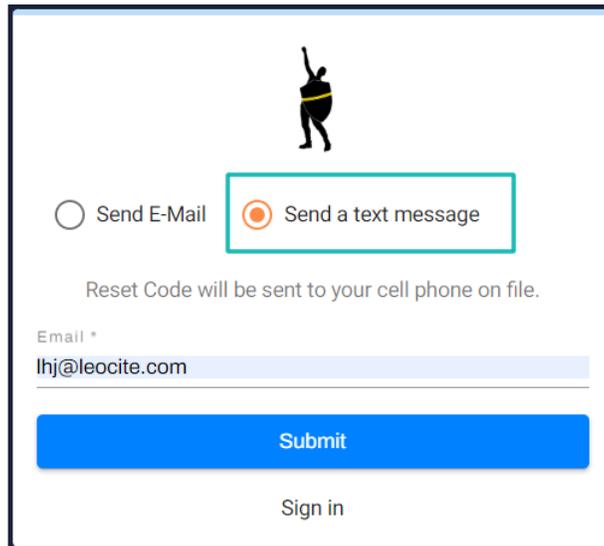
The screenshot shows a password reset form. At the top is a logo of a person with arms raised. Below it are two radio buttons: 'Send E-Mail' (selected) and 'Send a text message'. A message states: 'New password reset link will be sent to your email address.' There is an 'Email *' input field. Below it is a checkbox labeled 'Send reset link to Alt. Email on file?'. At the bottom are two buttons: 'Submit' and 'Sign in'.

- b. **Secondary/Alt. Email** –You click the check box to send a reset link to your Secondary/Alt. email on file. **DO NOT ENTER THE SECONDARY EMAIL.** You will still enter your primary email (user-id) in the Email Field. MyTert will use your Primary Email to look up your secondary email on file and try to deliver one reset link to both emails.



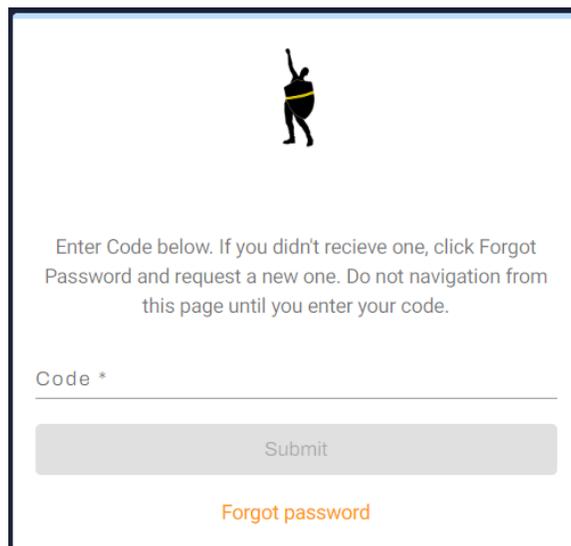
The screenshot shows the same password reset form as above, but with the checkbox 'Send reset link to Alt. Email on file?' checked. The 'Email *' field now contains the text 'lhj@leocite.com'. The 'Submit' button is highlighted in blue.

- c. **Send a text message** –You click the radio button to send a reset link to your Primary Phone number on file. **DO NOT ENTER THE PHONE NUMBER.** You will still enter your primary email (user-id) in the Email Field. MyTert will use your Primary Email to look up your primary phone number and carrier. If successful, you should receive a text message with a 6-character code. MyTert will then load up the code entry page.



The screenshot shows a user interface for password reset. At the top center is a logo of a person with arms raised. Below the logo are two radio button options: "Send E-Mail" (unselected) and "Send a text message" (selected and highlighted with a red box). Below these options is the text "Reset Code will be sent to your cell phone on file." Underneath is an "Email *" field containing the text "lhj@leocite.com". At the bottom is a blue "Submit" button and a "Sign in" link.

- d. **Entering your code** – When you are directed to this page, do not refresh, close the browser, or navigate away. If you do, you will have to submit a reset again. Once on this page, enter the 6-character code you received on you mobile (below).



The screenshot shows a user interface for entering a reset code. At the top center is the same logo as the previous screen. Below the logo is the text "Enter Code below. If you didn't recieve one, click Forgot Password and request a new one. Do not navigation from this page until you enter your code." Below this text is a "Code *" input field. At the bottom is a grey "Submit" button and a "Forgot password" link.

- e. **Password Change** – If everything worked fine and the code entered is valid, you will see the create new password screen. Enter your new password and verify.

Create a new password (Development)

New Password
.....

Password must contain a minimum 8 characters

Confirm Password
.....

Password must contain a minimum 8 characters

Submit

TROUBLE SHOOTING AND ISSUES

- The MyTert system uses the process of email-to-text messages. Just about every mobile phone carrier has a process where you can prefix the mobile phone user to a email address. For example, AT&T uses <mobile phone number>.txt.att.net. MyTert has most of the big carriers in the system. However, it is possible that some mobile phone carriers are not in the system. If that happens, please contact me.
- If you encounter any issue. Please reach out to me – [Leonard Johnson](#).