

Login/Logout



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Purpose: Use the Login and Home pages to do the following:

- Login to the Client Access System.
- Recover your user name.
- Recover your password.
- Update your account information.
- Contact your CSA.

Quick Steps: How to use the Login page:

- **Login to Client Access System.**
 - In the **User Name** field, enter your user name. Click the **Continue** button.
 - Verify the security image that appears is the one associated with your user name. If it is not the correct image, contact your CSA to report a possible security issue.
 - Enter your password. Click the **Continue** button.
 - If a security question appears, answer it, and press the **Continue** button.
 - The Client Access System **Home** page appears.
- **Logout of Client Access System:** Click the **Logout** button at the top right of most pages to logout of the Client Access System.
- **Update Account:** Click the **My Profile** button at the bottom right corner of most pages to access your account information. Click the **Help** button on the **Account Information** page for additional information.
- **Contact your CSA:** Click the **Contact Us** button at the bottom-most right corner of most pages to send an email to your CSA. Click the **Help** button on the **Contact Us** page for additional information.

Details: How to use the Login page

- **Recover User Name:**
 - Click the **Recover my User Name** link on the login page if you forgot your user name. A window appears requesting your email address.
 - Enter the email address associated with your user name. Click the **Continue** button.
 - If you enter an invalid email, an error message appears indicating that the email does not exist. Re-enter a valid email or contact your CSA for further assistance.
 - If you enter an email associated with more than one user name, an error message appears asking you to contact your CSA for assistance in determining your forgotten user name.
 - A message appears indicating that an email has been sent to the email address you entered. Click the **Close** button.

- Go to your email inbox and open the message from Client Access System; it contains your user name.
- **Recover Password:**
 - Enter your user name on the **Login** page. Click the **Continue** button.
 - Click the **Recover my Password** link. A window appears requesting your email address.
 - Enter the email address associated with your user name. Click the **Continue** button. If you enter an email that is not associated with the user name, an error appears requesting that you enter a valid email address.
 - A message appears indicating that an email has been sent to the email address you entered. Click the **Close** button.
 - Go to your email inbox, open the message from Client Access System, and follow the instructions to recover your password.
- **Reset your password using a security question:**
 - If you enter your password incorrectly three times in a row, you will be prompted to answer one of your three security questions. If you answer the question correctly, a message appears indicating that an email has been sent to the email address associated with your account.
 - Go to your email inbox, open the message from Client Access System, and follow the instructions to reset your password.
- **Locked Out:**
 - **Password:** If you enter your password incorrectly three times in a row, then answer the requested security question incorrectly, you will be locked out of your account. Contact your CSA and ask them to unlock your account.
 - **Security Questions:** If you answer security questions incorrectly three times in a row, you will be locked out of your account. Contact your CSA and ask them to unlock your account.

Additional Client Access System setup information:

- Turn off your browser's pop-up blocker.
- The minimum resolution for Client Access System is 1024 X 768. However, if this is your screen resolution, and your browser is displaying multiple toolbars, you may find that some of Client Access System's pages do not fit into your browser window, and components of the screen may not be accessible, even with scrolling. To correct this issue, increase your screen resolution or hide all browser toolbars when using Client Access System.