

## Login and user access

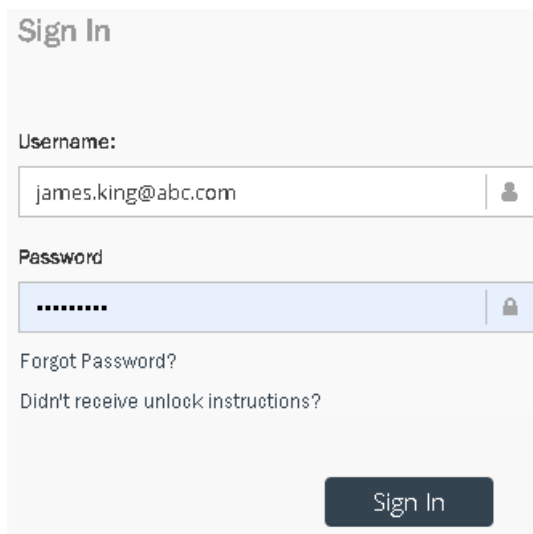
### Logging on in a standalone solution

Puzzel Case Management is available through your Internet browser and the URL to your solution will be provided to you during implementation. For example: [www.product.logicalware.com](http://www.product.logicalware.com).

To be able to login into the application, you will need user credentials. The Puzzel implementation team will do the initial configurations for the services subscribed by your organisation and provide admin credentials for you. You can then create agents and additional admins as required.

### Signing in to Puzzel Case Management

Open the application in the browser and enter the user credentials and click on **Sign In**.

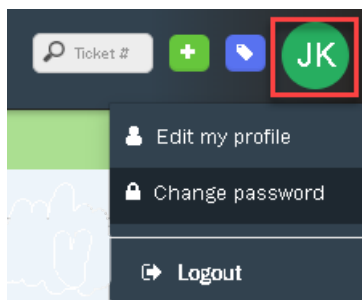


The screenshot shows a 'Sign In' form with the following elements:

- Sign In** header
- Username:** Input field containing 'james.king@abc.com' with a user icon on the right.
- Password:** Input field with masked characters '.....' and a lock icon on the right.
- Links: 'Forgot Password?' and 'Didn't receive unlock instructions?'
- Sign In** button at the bottom.

If you have forgotten your password and wish to reset it, click on **Forgot Password**. and follow the instructions. This is possible only if you are already registered with your email address.

If it is the first time you are logging in, do not forget to change your password. To change the password, click on your name on the top right corner of the screen as shown below and select **Change password**.



The screenshot shows a web interface titled "My Password". Below the title is a "Change Password" section. It contains three input fields: "Current Password", "New Password", and "Confirm New Password". Each field has a lock icon on the right side, indicating that the text is masked. At the bottom right of the form is a dark blue button labeled "Update".

Enter the current and new password and click on **Update** to save it.

### Logging out

To log out of the application, click on your name on the top right corner of the screen and select Logout.

