




CPTERMINAL RELEASE 14

CHANGES ARE BEING MADE TO CPTERMINAL

Several user management and password rules are being changed in this upcoming release, this document will run through all the changes which will affect you the user.

LOGIN PAGE

The first change you'll notice is that the login page is now styled slightly differently, and the option to reset your password has been included.



CPTERMINAL

Sign In

Username:

Password:

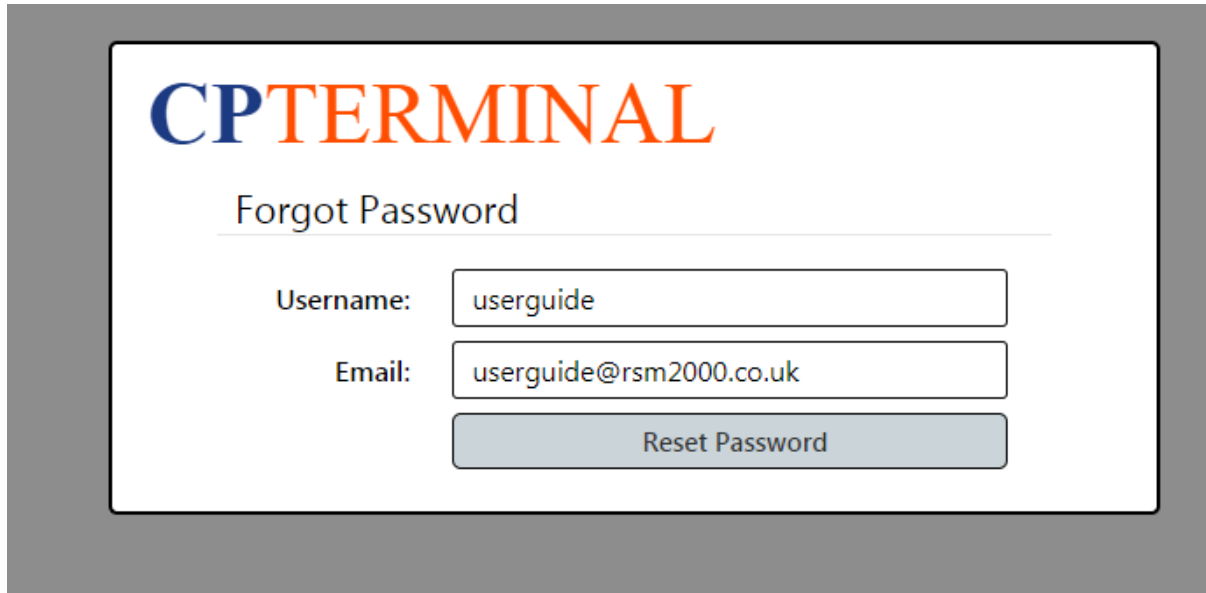
Login

[Forgot Your Password?](#)

RESETTING YOUR PASSWORD

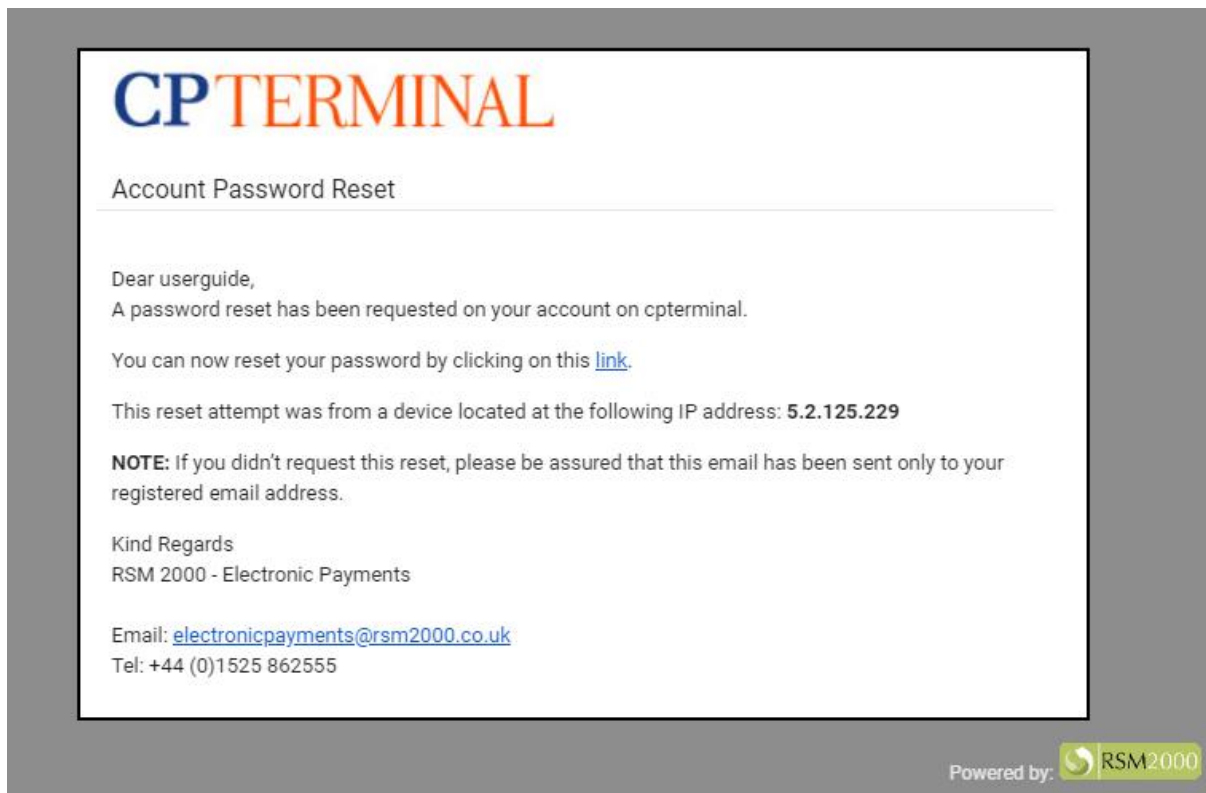
If you've forgotten your password, you now have the option to reset it. Clicking the 'Forgot Your Password?' link on the login page will start this process.

First, you'll be prompted to enter the username and email associated with the account.



The screenshot shows a web form titled "CPTERMINAL" with the sub-heading "Forgot Password". It contains two input fields: "Username:" with the value "userguide" and "Email:" with the value "userguide@rsm2000.co.uk". Below the fields is a button labeled "Reset Password".

If these credentials are correct, you'll be sent an email with details on how to reset your password.



The screenshot shows an email titled "CPTERMINAL" with the sub-heading "Account Password Reset". The email content is as follows:

Dear userguide,
A password reset has been requested on your account on cpterminal.


You can now reset your password by clicking on this [link](#).

This reset attempt was from a device located at the following IP address: **5.2.125.229**

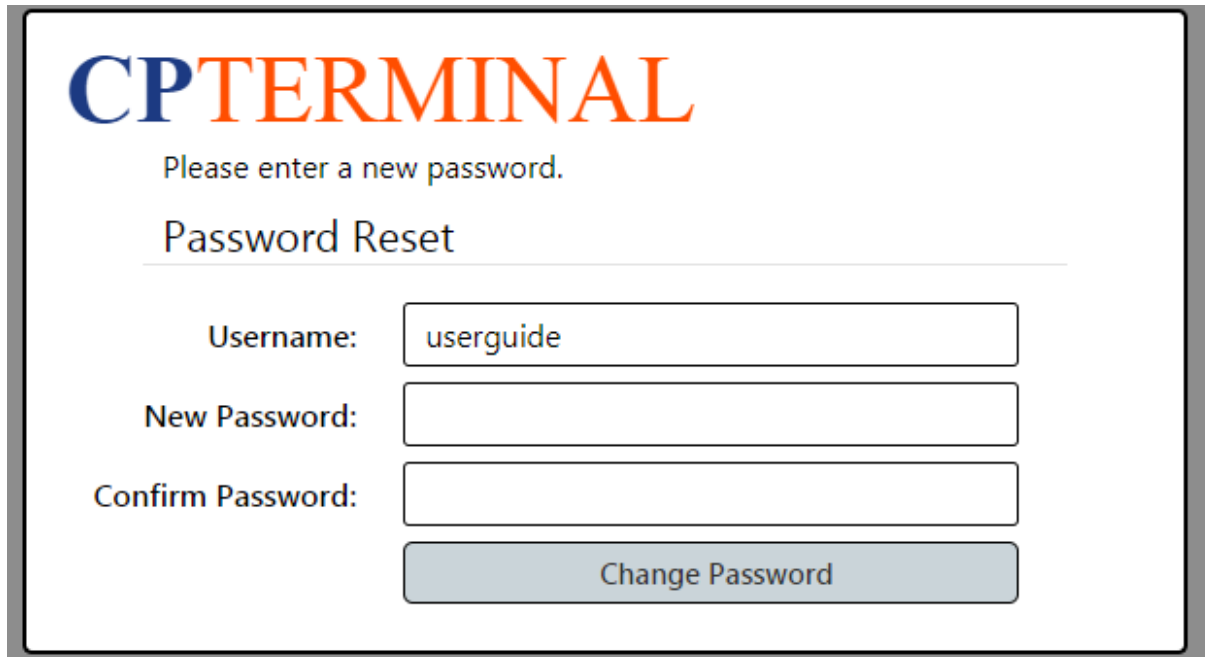
NOTE: If you didn't request this reset, please be assured that this email has been sent only to your registered email address.

Kind Regards
RSM 2000 - Electronic Payments

Email: electronicpayments@rsm2000.co.uk
Tel: +44 (0)1525 862555

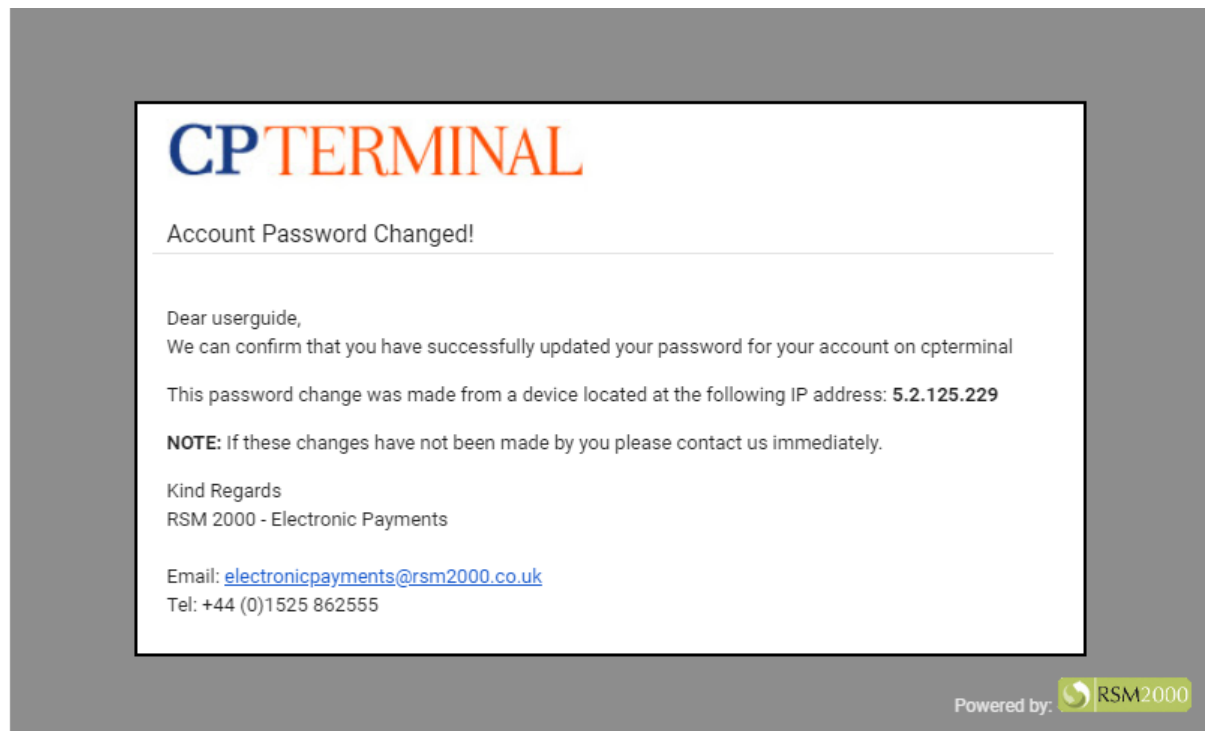
Powered by: 

Clicking the link provided in the email will then redirect to the application and prompt you to enter a new password. Please refer to the password rules section of this document for rules regarding password formatting.



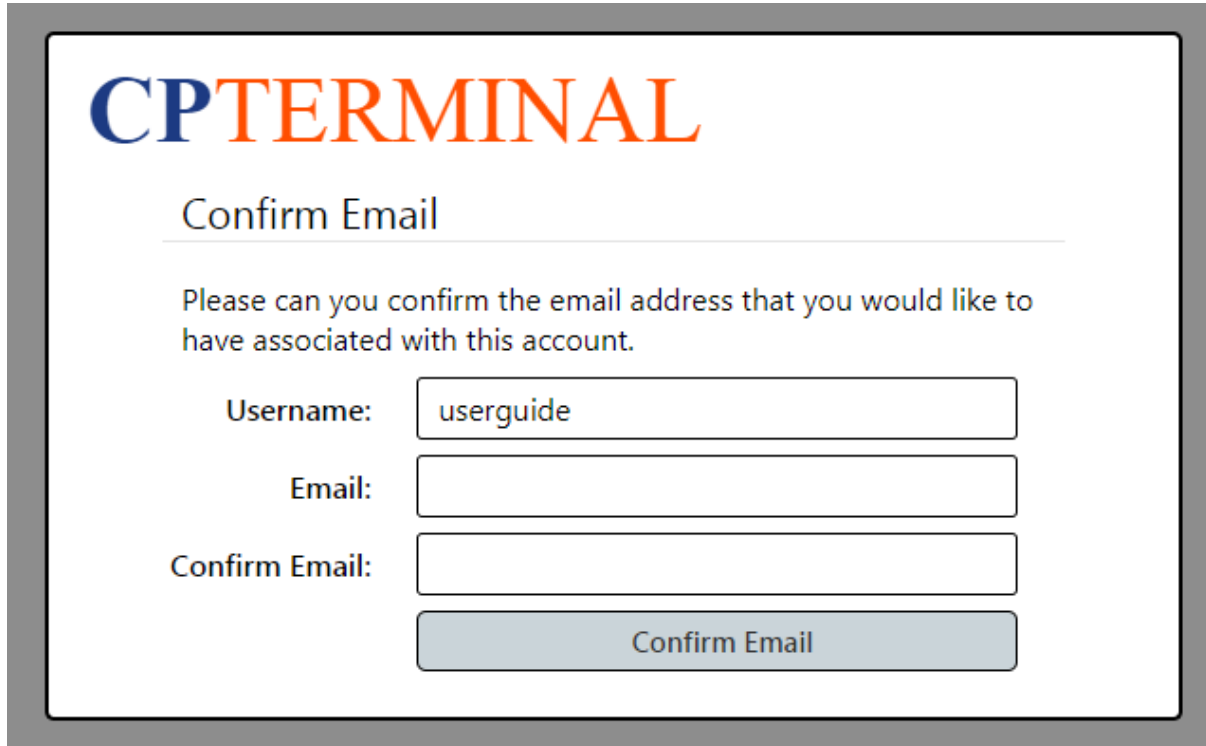
The screenshot shows a web form titled "CPTERMINAL" with the subtitle "Please enter a new password." and "Password Reset". The form contains three input fields: "Username:" with the value "userguide", "New Password:", and "Confirm Password:". Below the fields is a "Change Password" button.

After entering a new password you'll then be logged into the application, an email will also be sent informing you that your password has been changed.



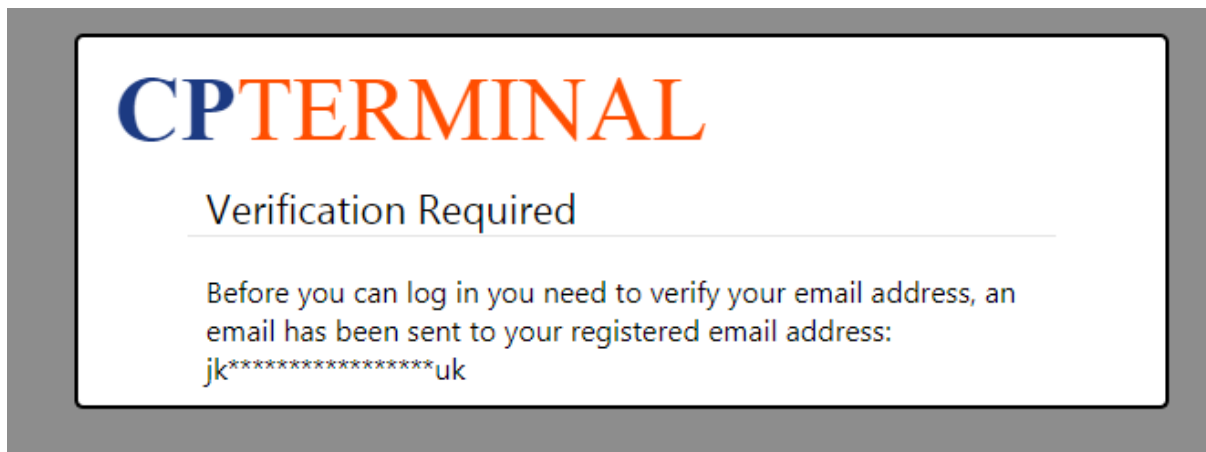
LOGGING IN FOR THE FIRST TIME

Once release 14 goes live all users will be prompted to change and verify their email address after entering your existing username and password correctly.

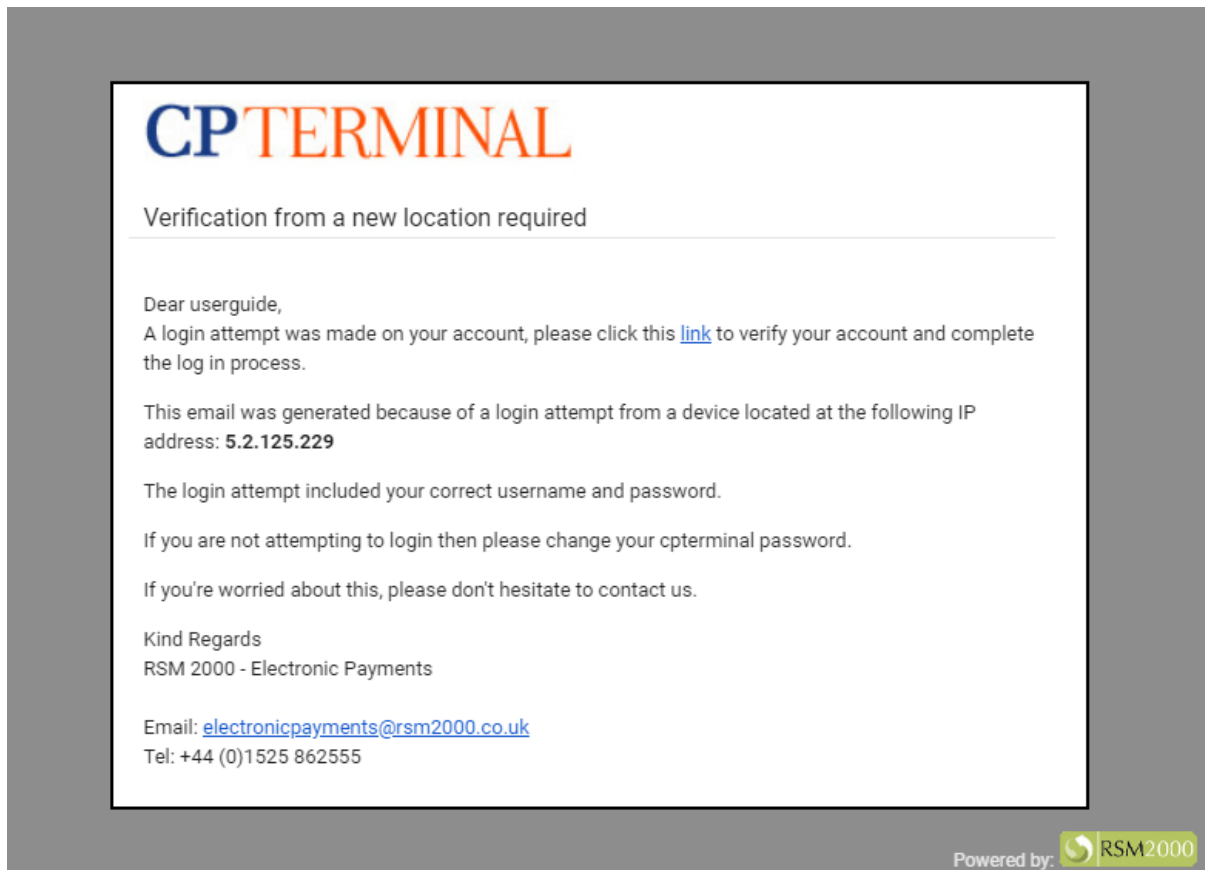


The screenshot shows a web page with the 'CP TERMINAL' logo at the top. Below the logo is the heading 'Confirm Email'. The main text asks the user to confirm their email address. There are three input fields: 'Username' (containing 'userguide'), 'Email', and 'Confirm Email'. A 'Confirm Email' button is located at the bottom of the form.

After entering an email address, a verification email will be sent to that address:

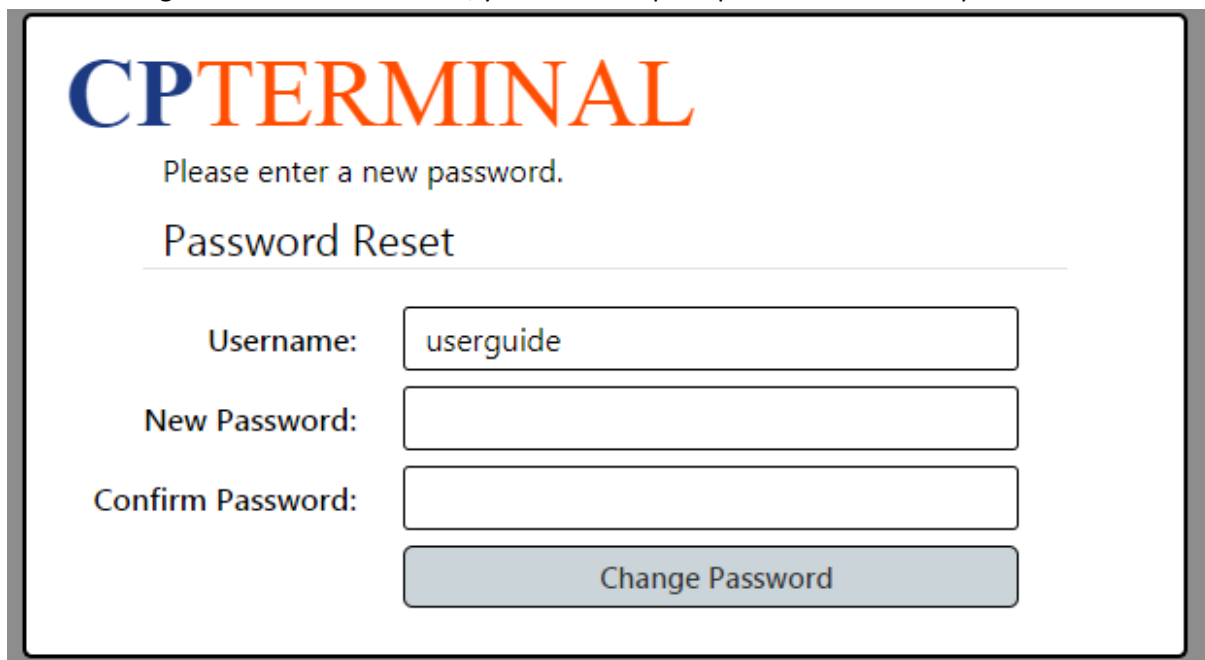


The screenshot shows a web page with the 'CP TERMINAL' logo at the top. Below the logo is the heading 'Verification Required'. The main text states that a verification email has been sent to the user's registered email address, with the example email address 'jk*****uk' shown.



If you find that you've entered the wrong email address, you'll need to contact support to have the address changed.

When clicking the link within the email, you'll then be prompted to enter a new password.

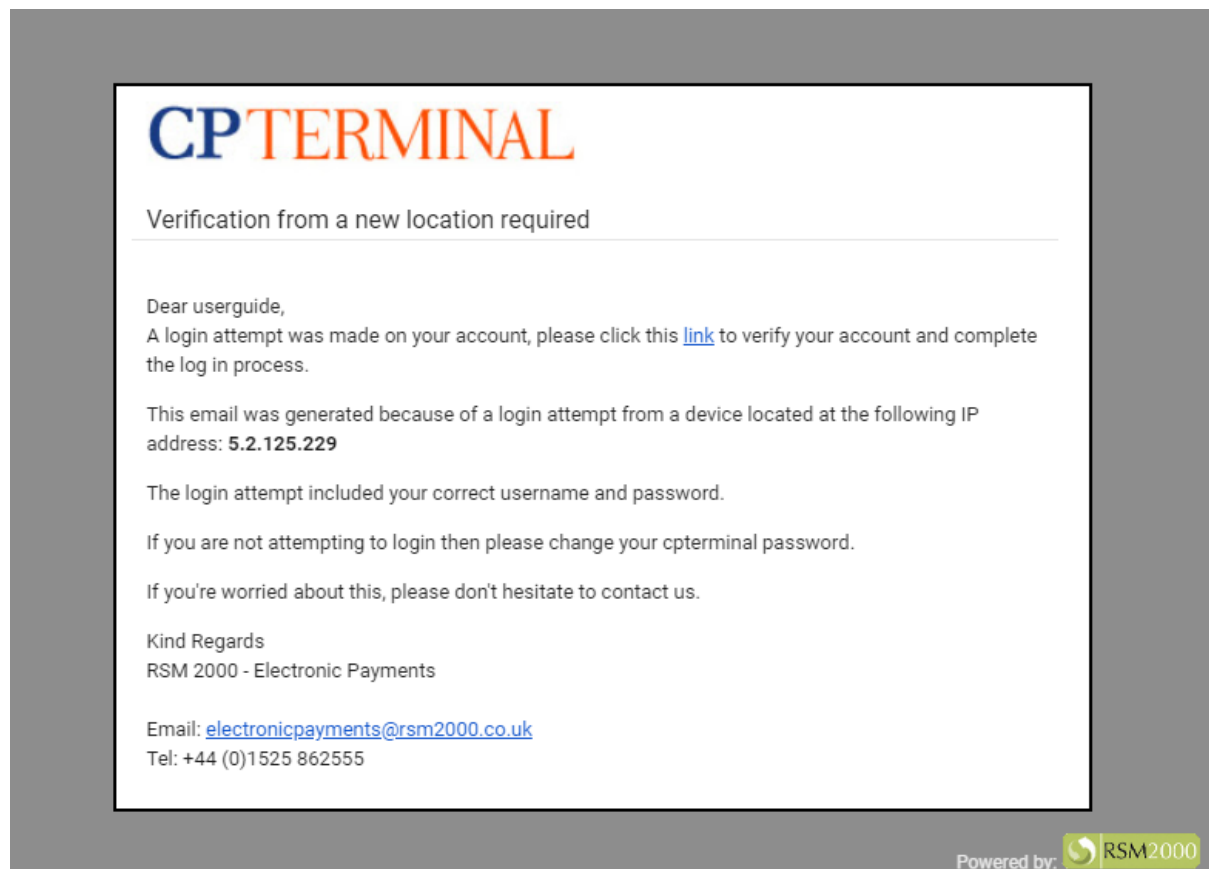
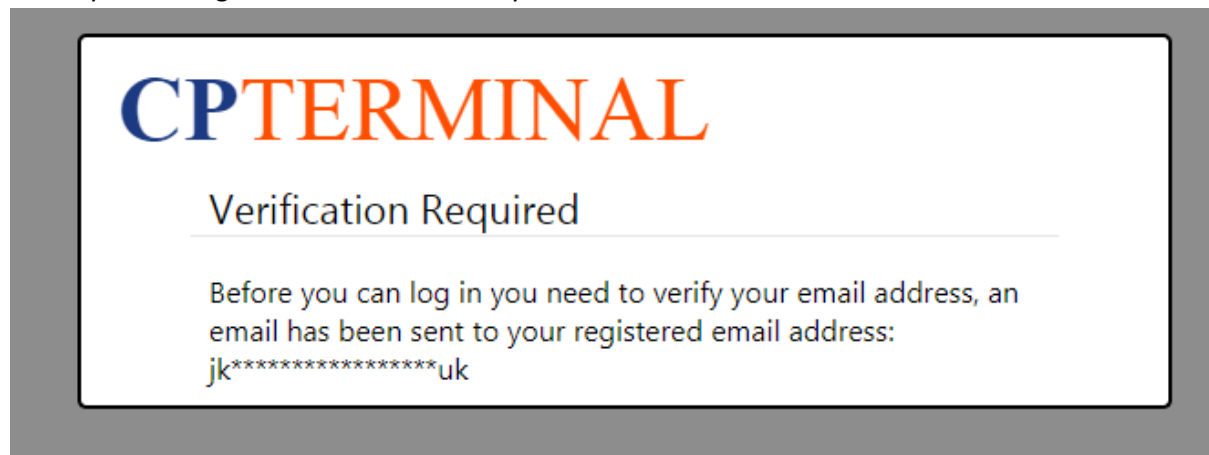


Once you've entered a new password you'll then be logged into the application.

Logging in from a new location

When logging in from a new location you'll have to verify that it is you trying to access the account.

When you first log in from a new location you'll receive an email.



Clicking the link provided in the email will verify the location, you will not be required to do this again when logging in at the same location.

USER MANAGEMENT

Changes to your accounts email & password can be made easily from within the 'User Management' section of CPTerminal. This page can be accessed by clicking the 'User Management' link at the top of every page.

The user management page also displays all recent activity carried out on the account. Location addresses in bold are actions which have been carried out at your current location.

User Management

Change Email

Current Email:

New Email:

Confirm Email:

Change Password


Current Password:


New Password:

Confirm Password:

Recent Activity

Access Type	Location	Date/Time
Login attempt - Verification Required	5.2.125.229	2018-11-27 12:00:59
Login attempt - Verification Required	5.2.125.229	2018-11-27 12:00:36
Forgot password attempt - Successful	5.2.125.229	2018-11-27 11:47:30
Login attempt - Failed	5.2.125.229	2018-11-27 11:44:46
Login attempt - Failed	5.2.125.229	2018-11-27 11:44:39
Login attempt - Failed	5.2.125.229	2018-11-27 11:44:34
Login attempt - Email Confirmation	5.2.125.229	2018-11-27 11:42:26



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When changing your email address an email will be sent to the original email address detailing the change in address.

When changing your password an email will be sent to your accounts associated address detailing the change.

PASSWORD RULE CHANGES

To increase account security there have been several rule changes regarding passwords. All of which are listed below.

Passwords must contain one upper case, one lower case, and one numeric character, and be at least 8 characters long.

Passwords expire after 90 days.

New Passwords cannot be the same as the previous 4 passwords.

Passwords cannot contain your username.

Passwords are checked against a list of commonly used passwords and rejected if they are too easy to guess. For example, using 'password' or 'qwerty' as your password.

ACCOUNT LOCKING CHANGES

If a password is entered incorrectly 5 times in a row over 24 hours the account will be locked for 30 minutes, the email associated with the account will also receive an email notifying them that the account has been locked and when it will be unlocked.

If you require urgent access to your account within the 30 minute lock out time you must contact support.