



PDD

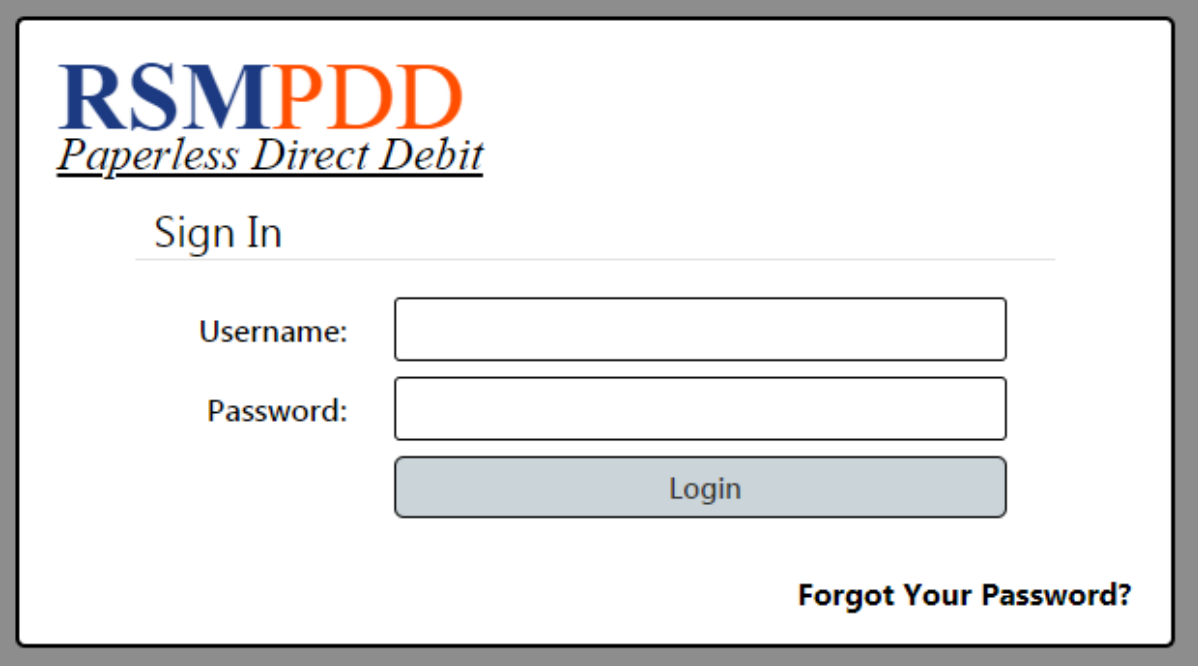
RELEASE 5

CHANGES ARE BEING MADE TO PDD

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.



The screenshot shows the login interface for RSM PDD. At the top left is the logo 'RSM PDD' in blue and orange, with the tagline 'Paperless Direct Debit' in a blue serif font below it. Underneath the logo is the text 'Sign In' followed by a horizontal line. Below this line are three input fields: a text box for 'Username:', a text box for 'Password:', and a grey button labeled 'Login'. In the bottom right corner of the form area, there is a link that says 'Forgot Your Password?'.

RESETTING YOUR PASSWORD

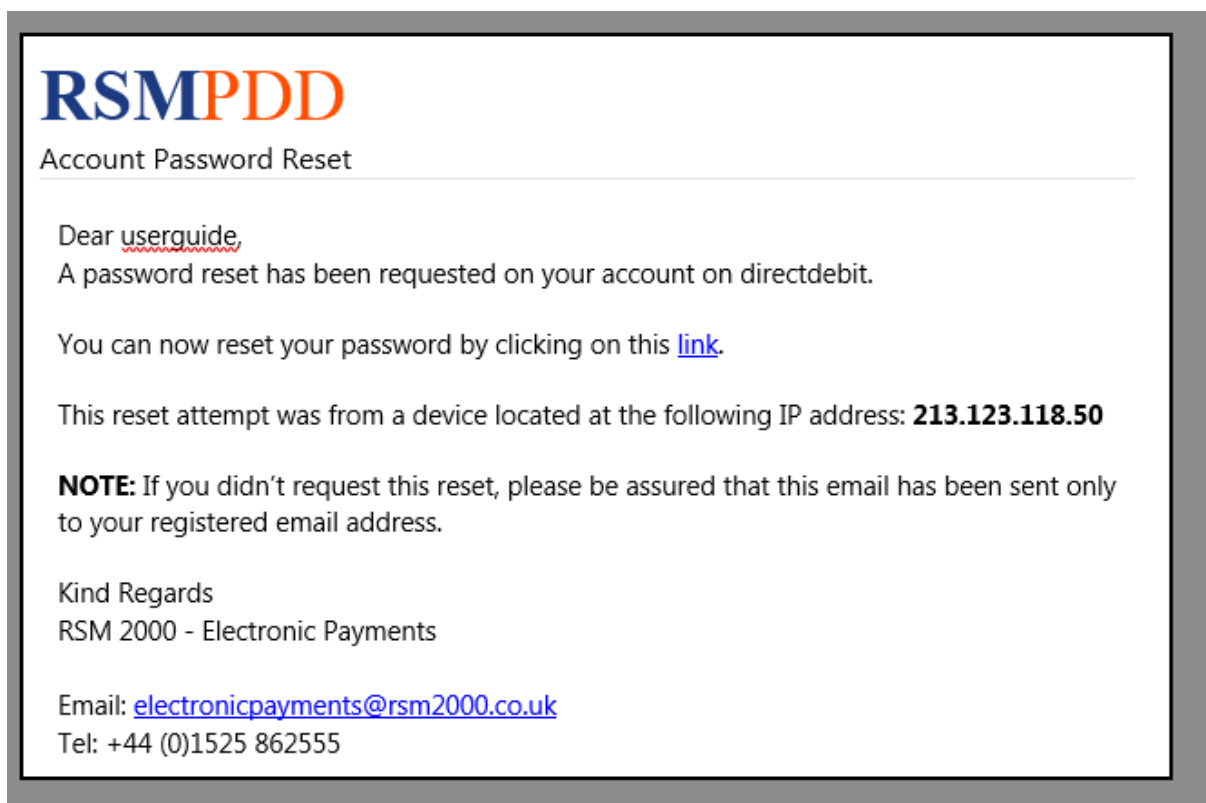
If you've forgotten your password, you now have the option to reset it. Clicking the 'Forgot Your Password?' link on the login page will start this process.

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



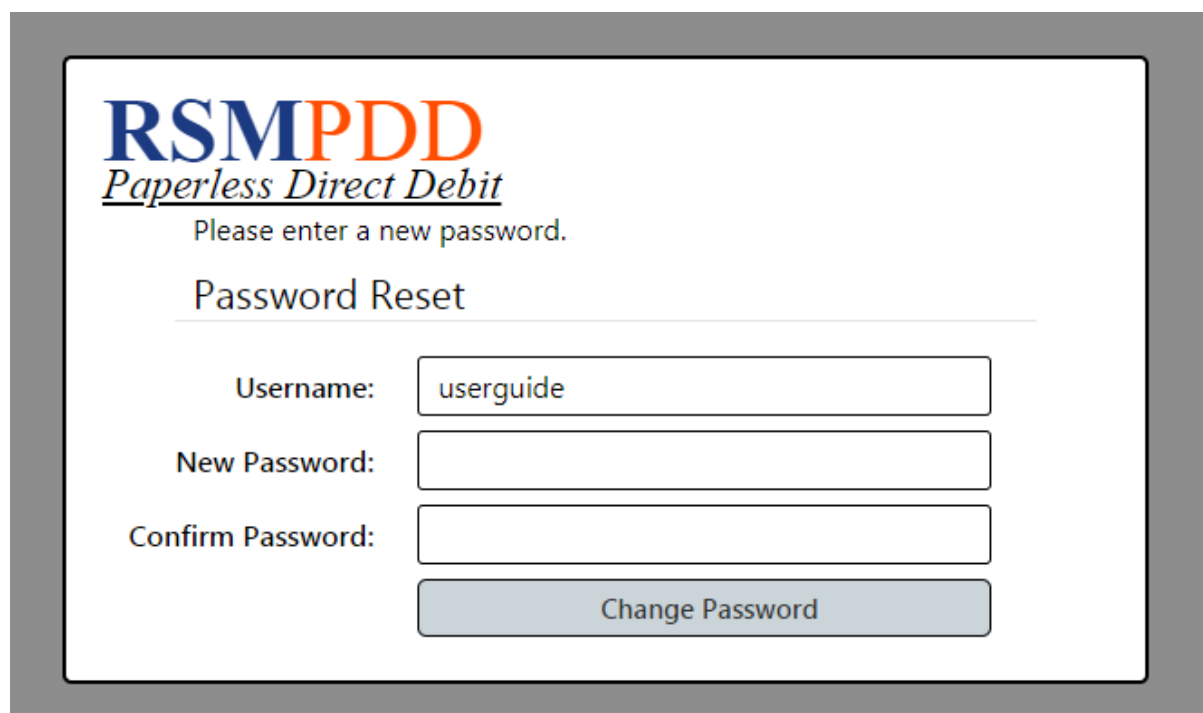
The screenshot shows a web form for resetting a password. At the top left is the RSM PDD logo with the tagline 'Paperless Direct Debit'. Below the logo is the heading 'Forgot Password'. The form contains two input fields: 'Username:' with the value 'userguide' and 'Email:' with the value 'userguide@rsm2000.co.uk'. A 'Reset Password' button is located below the email field.

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



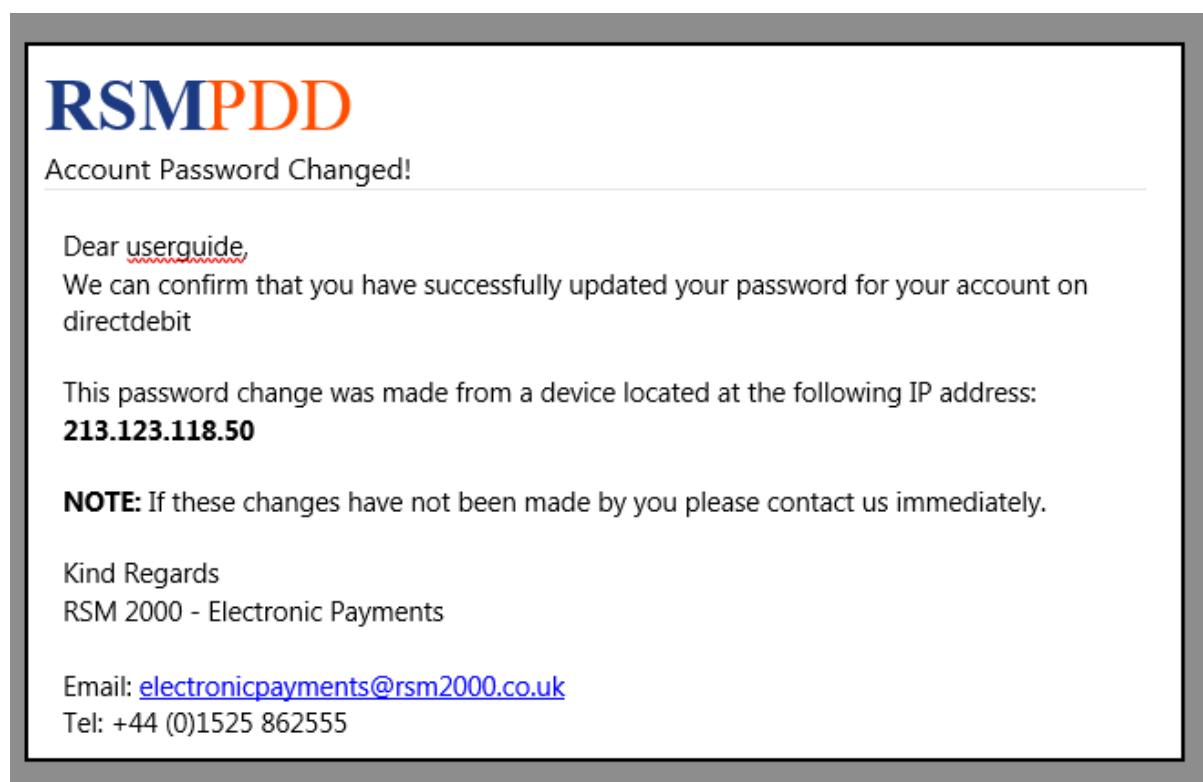
The screenshot shows an email notification. The header includes the RSM PDD logo and the subject line 'Account Password Reset'. The body of the email addresses 'userguide' and states that a password reset has been requested on their account. It provides a link to reset the password and mentions the IP address '213.123.118.50' from which the attempt was made. A note clarifies that the email is only sent to the registered email address. The email concludes with 'Kind Regards' from 'RSM 2000 - Electronic Payments' and provides contact information: 'Email: electronicpayments@rsm2000.co.uk' and 'Tel: +44 (0)1525 862555'.

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 for password reset. At the top left is the RSM PDD logo with the tagline 'Paperless Direct Debit'. Below the logo, it says 'Please enter a new password.' and 'Password Reset'. The form contains three input fields: 'Username:' with the value 'userguide', 'New Password:', and 'Confirm Password:'. A 'Change Password' button is located at the bottom of the form.

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.



The screenshot shows an email notification titled 'Account Password Changed!'. It is addressed to 'userguide' and confirms that the password has been successfully updated. It also provides the IP address from which the change was made: 213.123.118.50. A note advises contacting support if the change was not made by the user. The email is signed off by RSM 2000 - Electronic Payments, with contact information for email and telephone.

LOGGING IN FOR THE FIRST TIME

Once release 5 goes live all users will be prompted to change and verify their email address after entering your existing username and password correctly.



RSM PDD
Paperless Direct Debit

Confirm Email

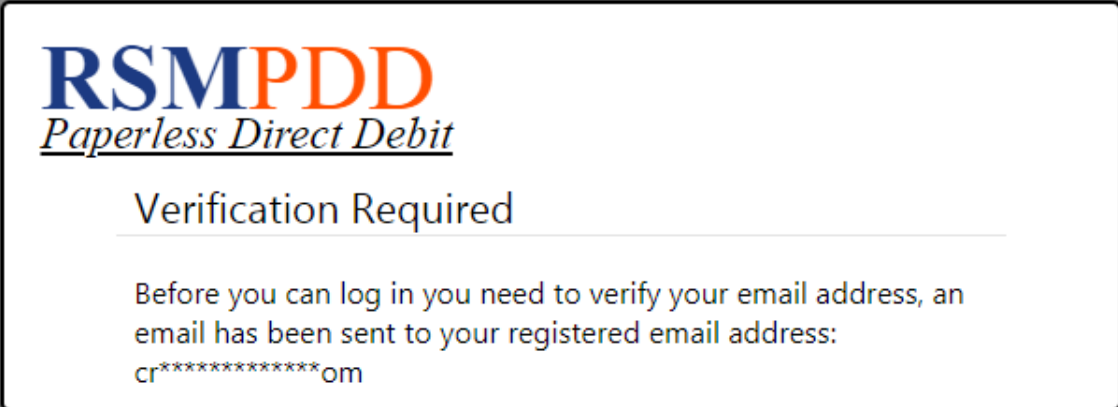
Please can you confirm the email address that you would like to have associated with this account.

Username:

Email:

Confirm Email:

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

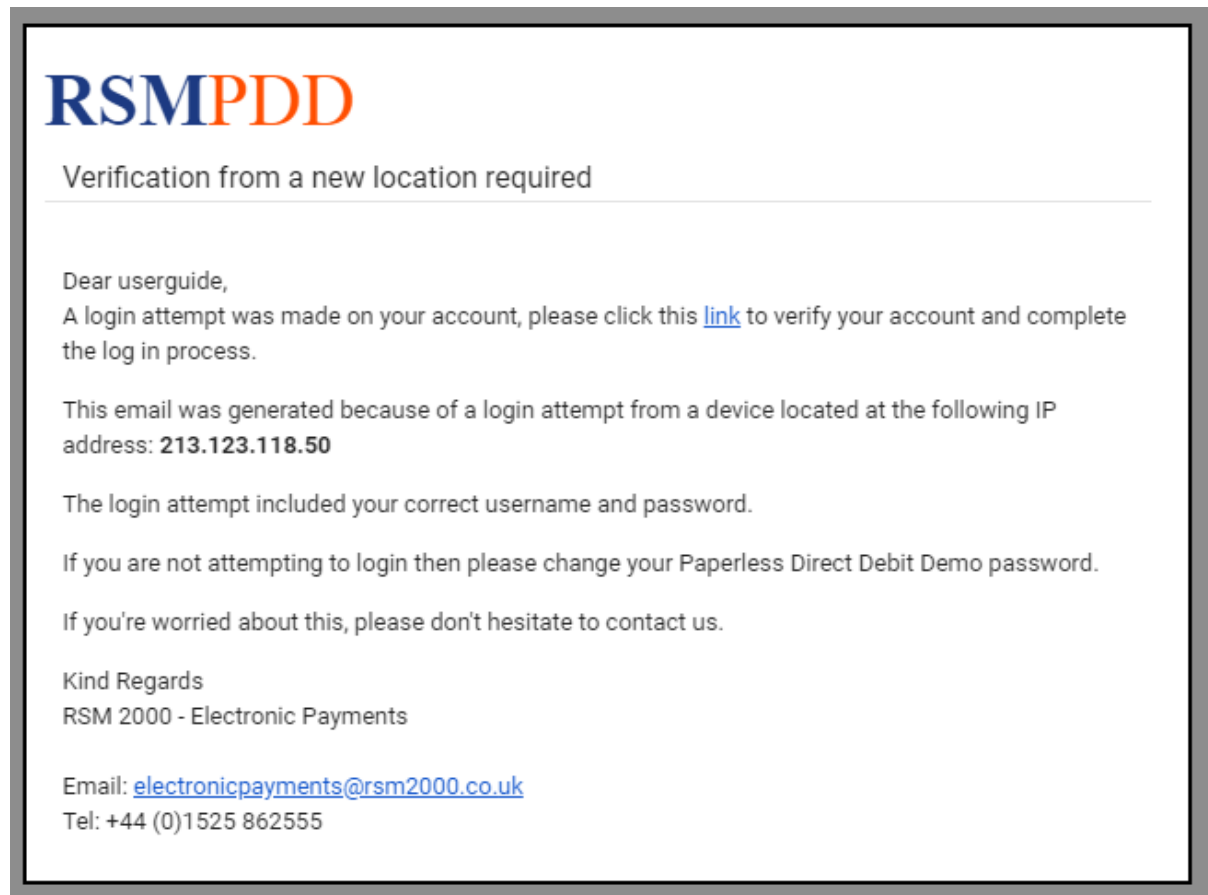


RSM PDD
Paperless Direct Debit

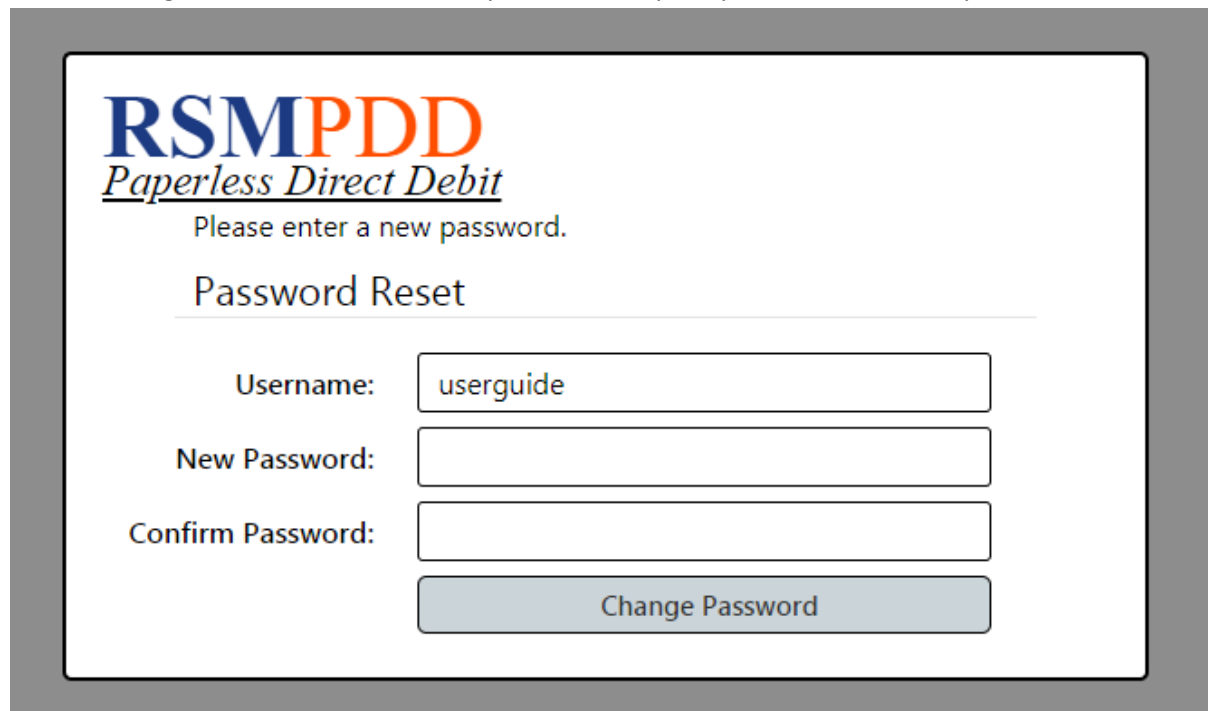
Verification Required

Before you can log in you need to verify your email address, an email has been sent to your registered email address:
cr*****om

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.

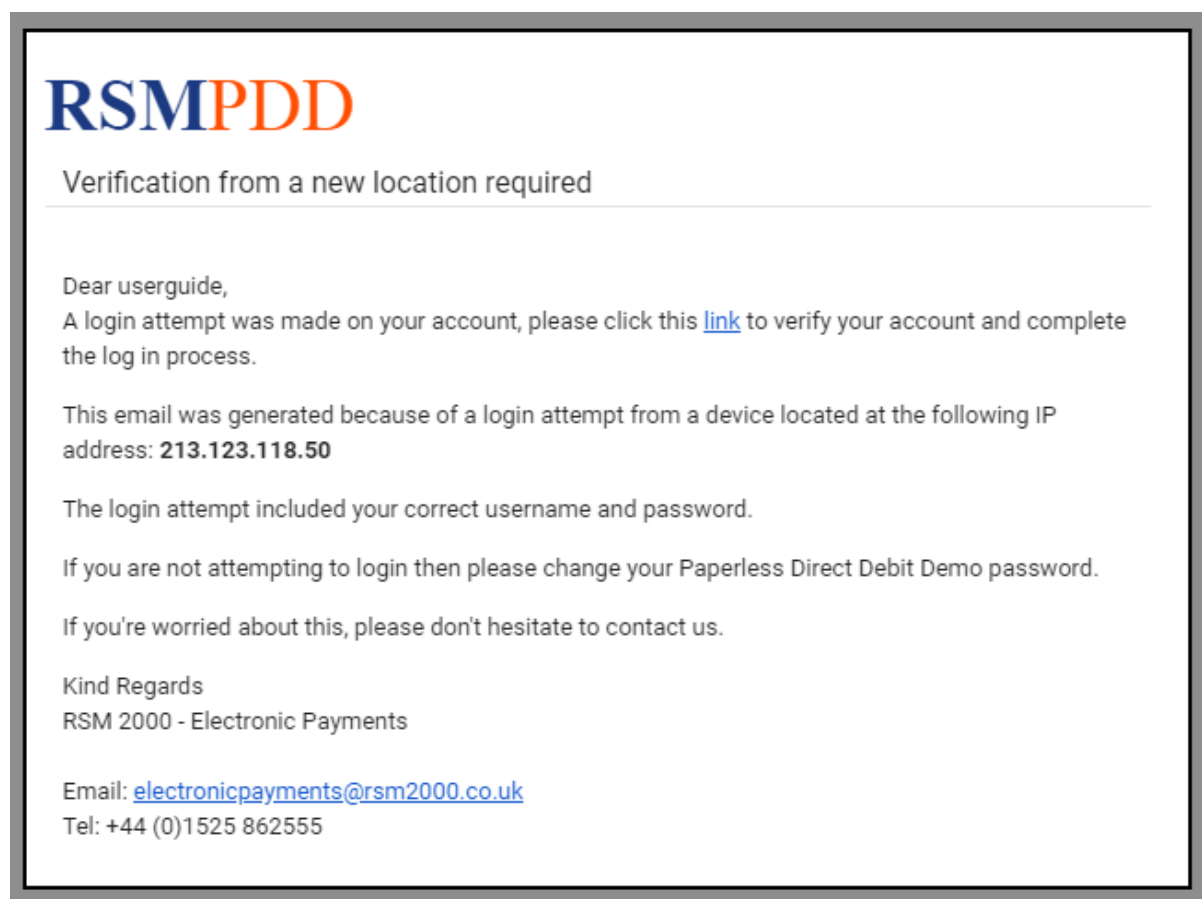
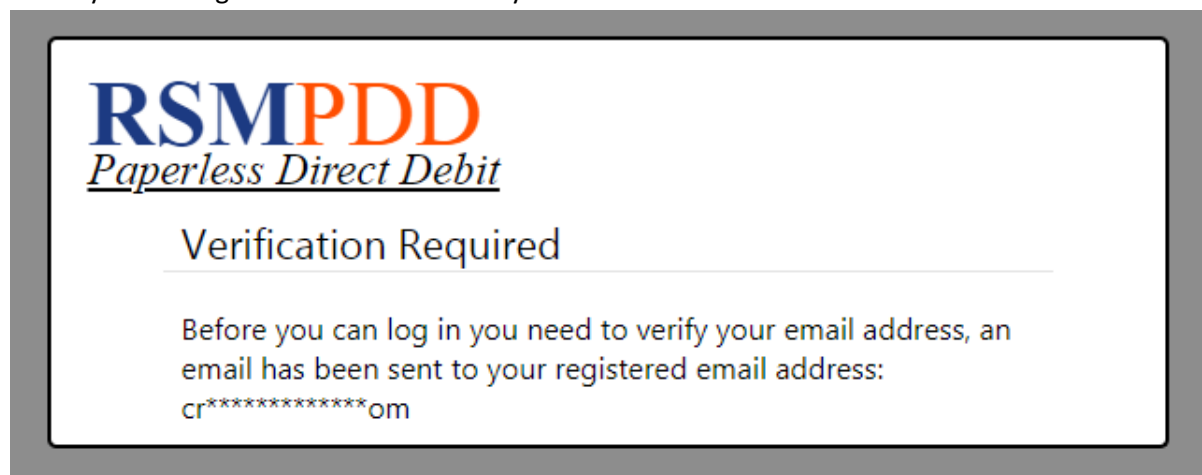


Once you've entered a new password you'll then be logged into the application.

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 PDD. 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



Powered by: Business Services

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.