

## Employer Website FAQ

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### 1. Why do I Have to Change my Password?

This is for security reasons

1. Your 1<sup>st</sup> password is randomly generated by the system and will only initially allow you access to the security Screens, once you have completed the Log in process for the 1<sup>st</sup> time the site will require you to log back in to ensure your password is correct.
2. So you can remember your password better.
3. If your Super user deems it necessary, i.e. they may think your password may be compromised.

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### 2. Why do I have to provide a security question and answer?

This is for security reasons

1. It will be asked if you ever forget your password.
2. It will be asked if you ever get locked out of the system i.e. you have entered four incorrect passwords.

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### 3. Why can I not access my account?

#### a. Another session is logged in

The system only allows your account to be logged in once at a time.

If you close your web browser (e.g. Internet Explore, Firefox) without logging off, the system holds your account open for 20 Min.

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#### b. Account Lock Out

This is for security reasons

1. Someone else may have attempted to access your Account.
2. You May have entered four incorrect passwords so the system automatically locks your account out.

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### 4. I've found Abusive information on the forum. How do I Report This?

TBA

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### 5. Why do I have to download Adobe Reader and Adobe Flash Reader?

If your computer does not have these items installed the site will not function correctly. Please note these are 3<sup>rd</sup> party software; the links will direct you to the correct manufactures website.

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### Topic Not Covered by FAQ

JTL will make every effort to keep your Questions answered and up to date. If you have any additional queries please post them in the Forums once you have logged in.

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