NEW Reset Password Process for your eKeeper CRM

As part of the recent upgrade 6.32.1 to your eKeeper CRM system, the process has changed for how a user resets their password

It is essential that all users of your eKeeper CRM follow the below process to set up their security credentials to allow a manual reset of their password should this be required

A Super User needs to enable the permission to allow <u>all</u> user groups the ability to edit their security question within their details page

Edit User Group

Home / System Settings / User Group List / Edit User Group

User Group Description: Super User

Quick Search: security

GDPR

Can Reveal User Security Question Answers	☐
Can Update User Security Question Details	☑
Can Check User Security Question Details	☐
Can Update Own Security Question Details	☑

Once the permission is given, the user will have an 'Account Verification' panel where they will be able to 'Update Security Question Details' and provide their personal security question and answer

Update Security Question Details   ✕

Security Question   What was your first school?

Security Answer   •••••••

Confirm Security Answer: •••••••

Close   **Update Security Details**

Account Verification

Update Security Question Details

It is vital that the email address listed within your User Details page is one you are able to access

User Details

User ID:	eKeeper
Forename:	eKeeper
Surname:	CRM
	Update Password
IR Number:	
Active User:	☑
Letter Signature:	eKeeper CRM
Daytime Phone:	
Evening Phone:	
Mobile Phone:	
Fax:	
Email:	support@ekeepergroup.co.uk

With your security information updated, should you forget your password, use the 'reset your password' link from your eKeeper CRM login page

eKeeper
CRM System

System Login

To login enter your username and password and click 'sign in'

Forgotten your Password? Click here to reset your password or alternatively contact your Practice Principle. If you are still having difficulties contact eKeeper Support.

Username

Enter Username

Password

Enter Password

Sign in

Provide the email address saved to your eKeeper CRM profile

Password Reset

Please enter your email address in the field below.

If you do not receive the password reset email, please check your junk mail folder or contact eKeeper Support for assistance.

Email

Enter Email

Send   Cancel

An email will be sent, should the provided email match that held within your eKeeper CRM

Use the 'Reset your password' link to proceed

Your MortgageKeeper Password Reset Request

ES   noreply=ekeepergroup.co.uk@brokermail.co.uk on behalf of eKeeper System <noreply@ekeepergroup.co.uk>
To eKeeper CRM

Hello eKeeper CRM

You recently requested to reset your password for your eKeeper account. Click the link below to reset it.

Reset your password

If you did not request it, please ignore this email.

Provide your security question answer

Note - this is not case sensitive

Security Question

What was your first school?

Security Answer

●●●●●●●

Confirm

Once your security question has been answered you will be able to change your password

Note - Your new password must contain at least 8 characters including 1 uppercase letter, 1 lower case letter a number and a special character

Change Password

Please enter a new password

New Password

Confirm New Password

Change Password

If successful you will be redirected to your login page with a prompt advising of a successful reset

System Login

To login enter your username and password and click 'sign in'

Forgotten your Password? Click here to reset your password or alternatively contact your Practice Principle. If you are still having difficulties contact eKeeper Support.

> Password succesfully updated, please login below. ✕

Username

Enter Username

Password

Enter Password

Sign in