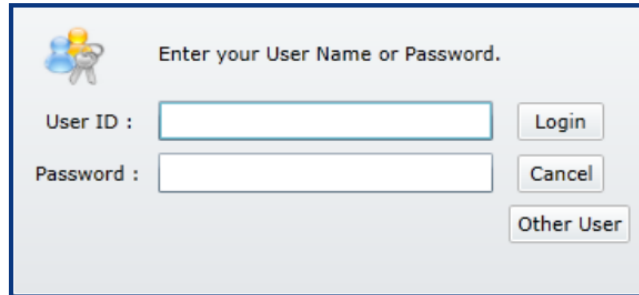


Does the user see a login prompt when opening **CLW**?



The screenshot shows a login dialog box with a light gray background. At the top left is a small icon of a person with a yellow head and blue body. To the right of the icon is the text "Enter your User Name or Password." Below this are two input fields: "User ID :" followed by a white text box, and "Password :" followed by a white text box. To the right of the "User ID" field is a "Login" button. To the right of the "Password" field is a "Cancel" button. Below the "Cancel" button is an "Other User" button.

If your site does not require users to login with a password, this prompt can be removed.

Depending on your site configuration, the prompt may be removable by anyone with access to the **System Management** module using **Method #1**.

If the prompt is not removed after completing the steps for **Method #1**, a **System Administrator** with the **Admin Password** will need to perform the steps in **Method #2**.

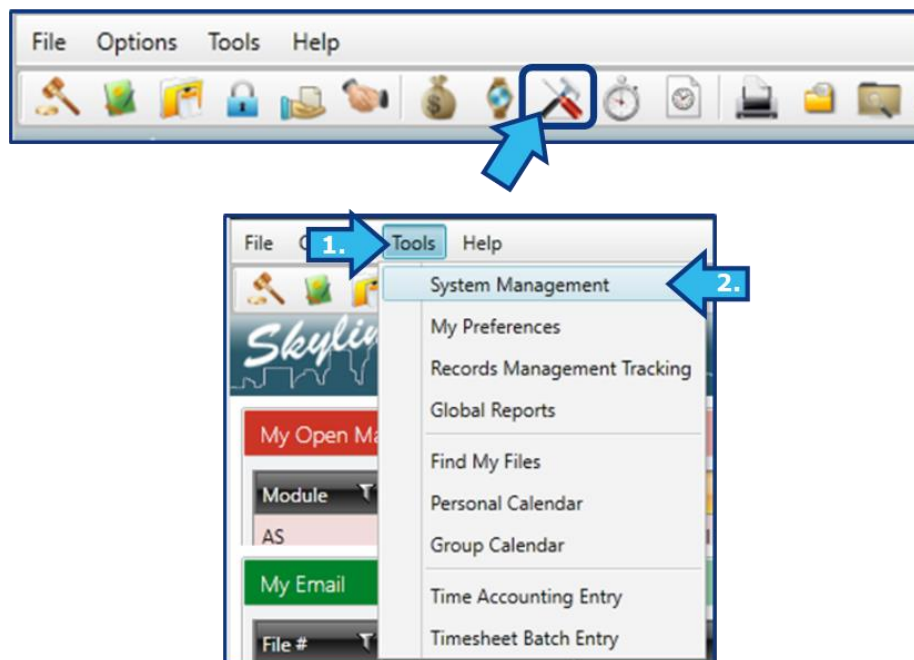
Method #1

Complete the following 8 steps:

1. Open System Management.
2. Select the user type.
3. Open the user's contact record.
4. Enter the user's Net User ID.
5. Uncheck Force login password.
6. Press Save.
7. Add the CLW URL to Trusted Sites.
8. Test if Method #1 worked.

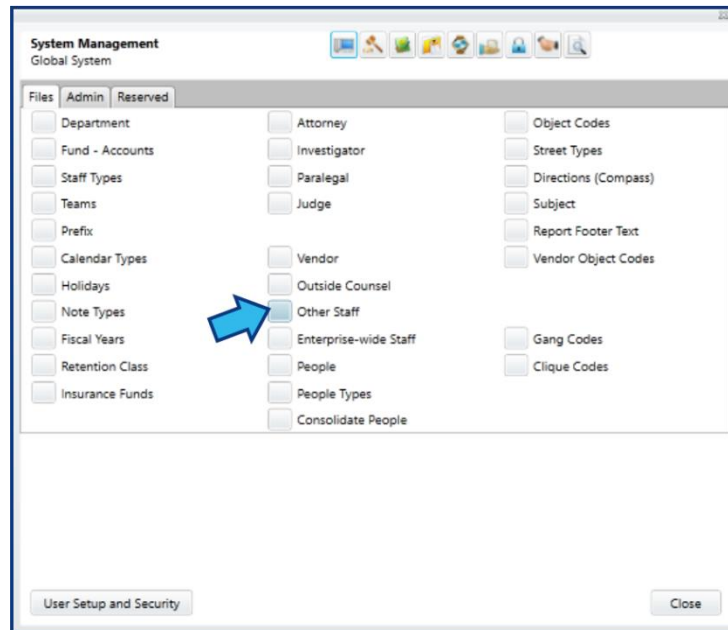
Step 1. Open System Management.

The **System Management** module can be opened by either selecting the **System Management** icon from the **Global Toolbar** or selecting **Tools** from the **Menu Bar** and then selecting **System Management**. If you do not see the **System Management** icon in the **Global Toolbar** or as an option in the **File** menu, you do not have access to the **System Management** module.



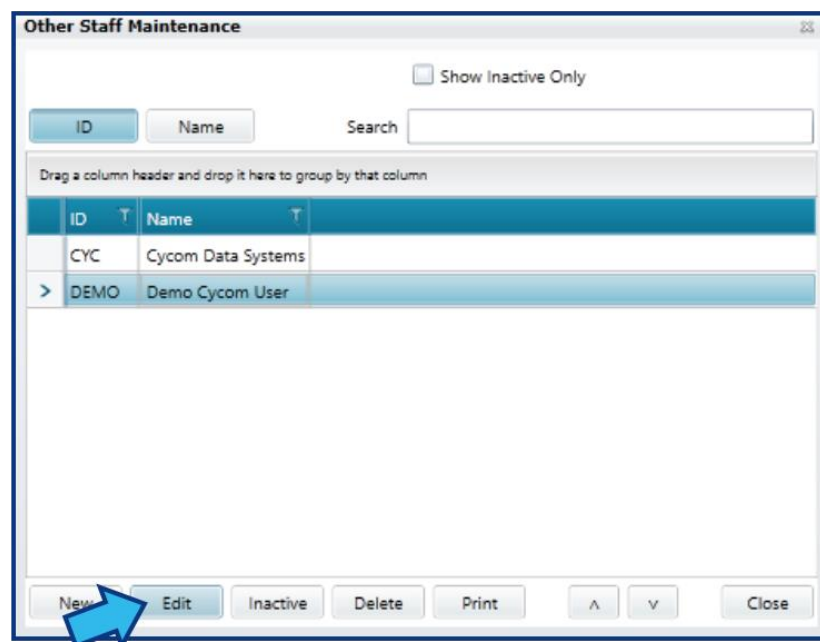
Step 2. Select the user type.

On the **Files** tab of the **Global System** section, select the user's user type. In this example, the user is an **Other Staff** type.



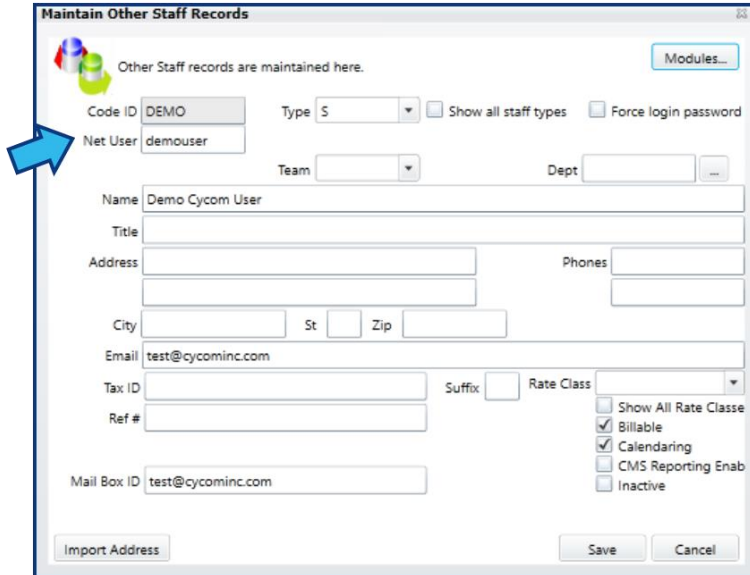
Step 3. Open the user's contact record.

Left-click on the user to highlight their name and then press **Edit** to open the user's contact record.



Step 4. Enter the user's Net User ID.

The user's **Net User ID** is their **Windows** net user account name and it is case sensitive. If you do not know the user's **Net User ID**, check out this article: [Find a User's Net User ID](#). (Note: If there is already a value entered into this field, do not assume the **Net User ID** is entered correctly. The most common problem causing the login prompt to appear is an incorrect **Net User ID**. Verify the user's **Net User ID** and re-enter the value.)



Maintain Other Staff Records

Other Staff records are maintained here. Modules...

Code ID: DEMO Type: S Show all staff types Force login password

Net User: demouser

Team: Dept: ...

Name: Demo Cycom User

Title: _____

Address: _____ Phones: _____

City: _____ St: _____ Zip: _____

Email: test@cycominc.com

Tax ID: _____ Suffix: _____ Rate Class: _____

Ref #: _____

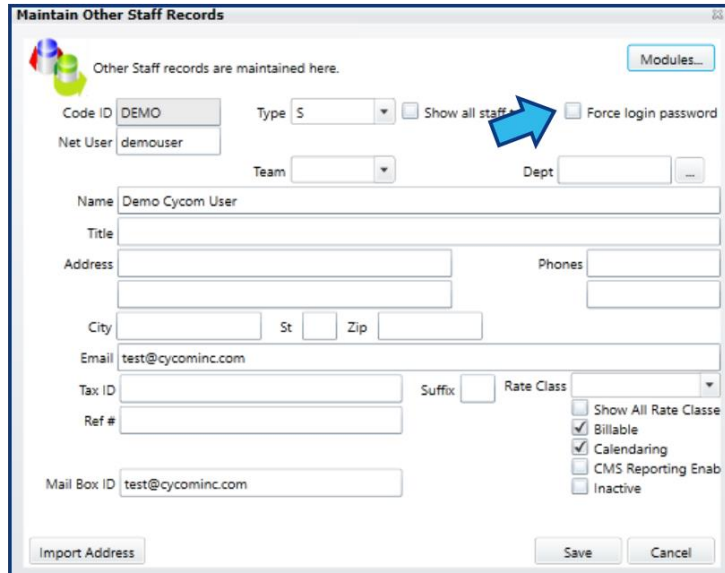
Mail Box ID: test@cycominc.com

Show All Rate Classe
 Billable
 Calendaring
 CMS Reporting Enab
 Inactive

Import Address Save Cancel

Step 5. Uncheck Force login password.

Make sure the box for **Force login password** is not checked.



Maintain Other Staff Records

Other Staff records are maintained here. Modules...

Code ID: DEMO Type: S Show all staff types Force login password

Net User: demouser

Team: Dept: ...

Name: Demo Cycom User

Title: _____

Address: _____ Phones: _____

City: _____ St: _____ Zip: _____

Email: test@cycominc.com

Tax ID: _____ Suffix: _____ Rate Class: _____

Ref #: _____

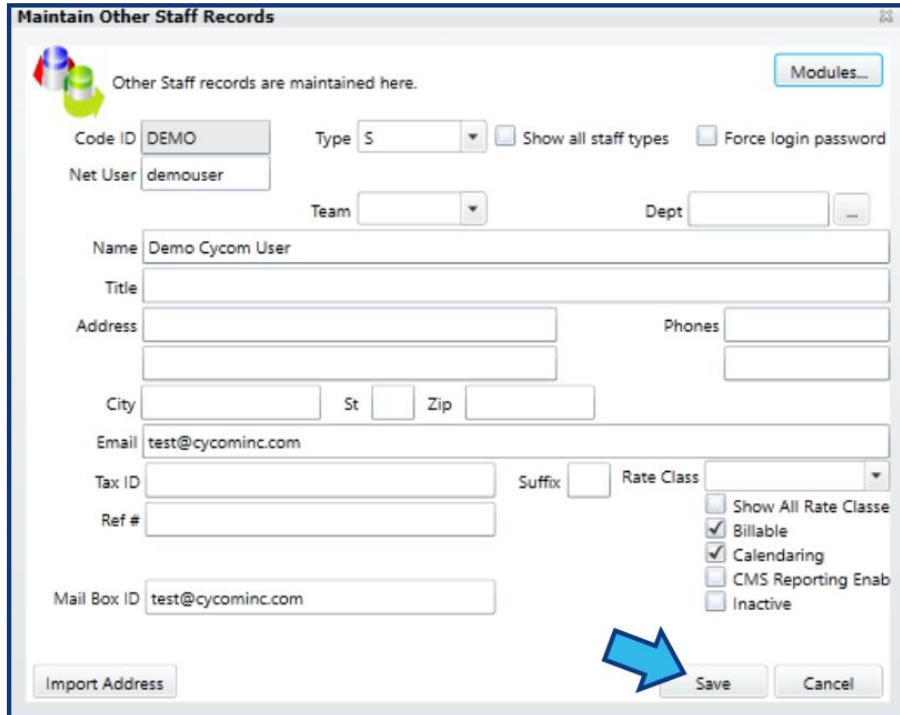
Mail Box ID: test@cycominc.com

Show All Rate Classe
 Billable
 Calendaring
 CMS Reporting Enab
 Inactive

Import Address Save Cancel

Step 6. Press Save.

Save the user's contact record by pressing **Save**.



Maintain Other Staff Records

Other Staff records are maintained here. Modules...

Code ID: DEMO Type: S Show all staff types Force login password

Net User: demouser Team: Dept: ...

Name: Demo Cycom User

Title: _____

Address: _____ Phones: _____

City: _____ St: _____ Zip: _____

Email: test@cycominc.com

Tax ID: _____ Suffix: _____ Rate Class: _____

Ref #: _____

Mail Box ID: test@cycominc.com

Show All Rate Classes
 Billable
 Calendaring
 CMS Reporting Enab
 Inactive

Import Address **Save** Cancel

Step 7. Add the CLW URL to Trusted Sites.

Confirm the **URL** for **CLW** has been added to **Trusted Sites**. If you don't know how to do this step, check out this article: [Add CLW to Trusted Sites](#).

Step 8. Test if Method #1 worked.

Close **CLW** and log onto the system as the user or have them log on their own device. Open **CLW**. Is the prompt gone?

If the prompt is still present, try [Method #2](#).

Method #2

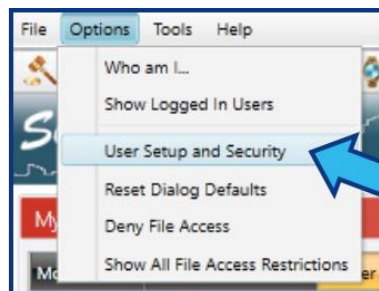
For security, some sites are configured to require that a **System Administrator** enable new users by assigning them passwords. Until this step is done, a new user will not be able to enter **CLW** and they will see the login prompt. Enabling a user using this process requires the **Admin Password**.

Complete the following 6 steps:

1. [Open User Setup and Security.](#)
2. [Enter the Admin password.](#)
3. [Select the user and press Edit Password.](#)
4. [Create a temporary password.](#)
5. [Open CLW as the user.](#)
6. [Test if Method #2 worked.](#)

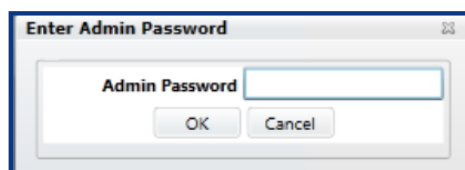
Step 1. Open User Setup and Security.

To open **User Setup and Security**, select **Options** from the **Menu Bar** and select **User Setup and Security**. (In later versions, **User Setup and Security** is also available in the lower left corner of the **System Management** module.)



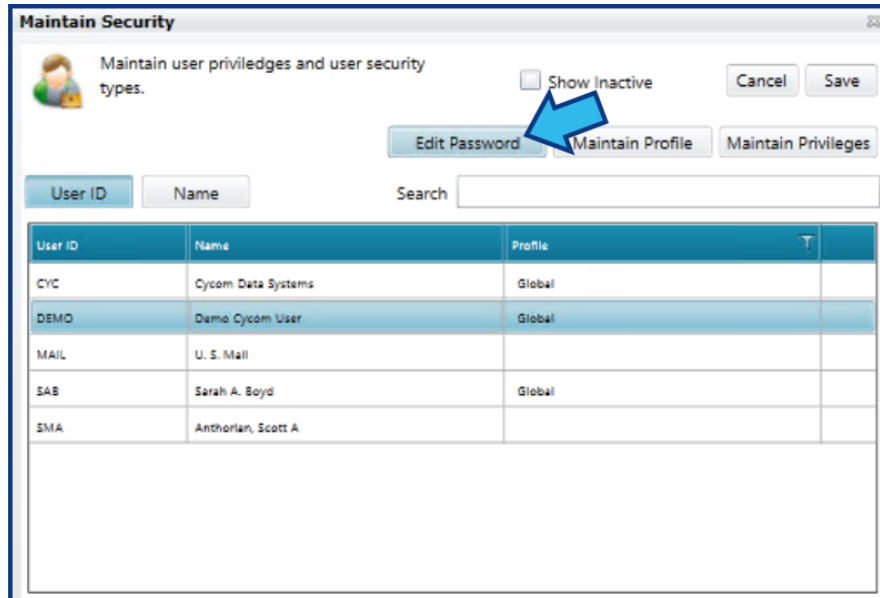
Step 2. Enter the Admin password.

When prompted, enter the **Admin Password**. If you do not know the **Admin Password**, you will not be able to complete **Method #2**.



Step 3. Select the user and press Edit Password.

Left-click the user in the list to highlight their name, then press **Edit Password**.



Maintain Security

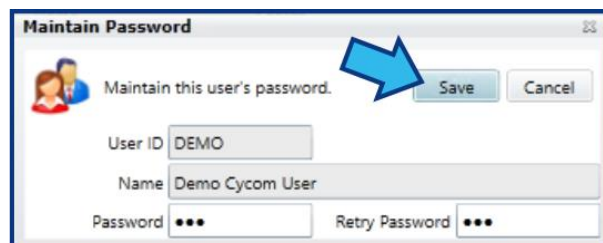
Maintain user privileges and user security types. Show Inactive

User ID Name Search

User ID	Name	Profile
CYC	Cycom Data Systems	Global
DEMO	Demo Cycom User	Global
MAIL	U. S. Mail	
SAB	Sarah A. Boyd	Global
SMA	Anthorian, Scott A	

Step 4. Create a temporary password.

Enter a temporary password, press the **Tab** key, and then re-enter the temporary password. Press **Save** and close **CLW**. The temporary password can be any combination of alphanumeric characters.



Maintain Password

Maintain this user's password.

User ID DEMO

Name Demo Cycom User

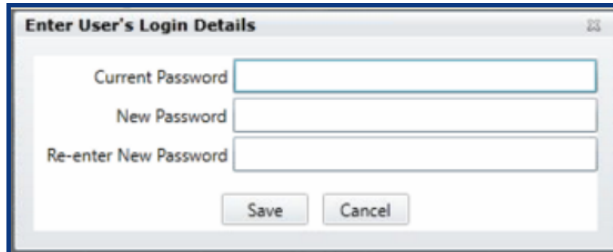
Password Retry Password

Step 5. Open CLW as the user.

Log onto the system as the user or have them log on their own device and open **CLW**.

Step 6. Test if Method #2 worked.

If the source of the login prompt was due to security configuration settings, the user will be prompted to enter a new password (see the image below).



The image shows a dialog box titled "Enter User's Login Details". It has three text input fields: "Current Password", "New Password", and "Re-enter New Password". Below the fields are two buttons: "Save" and "Cancel".

Enter the temporary password from **Step 4** in the **Current Password** field. Enter a new password in the **New Password** field. Re-enter that password in the **Re-enter New Password** field. Press **Save** and close **CLW**. Now when the user opens **CLW**, the login prompt should be gone.

If **Method #2** did not work and the login prompt remains, please contact [Cycom Support](#).