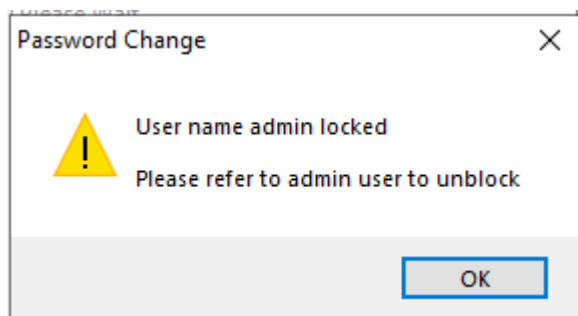
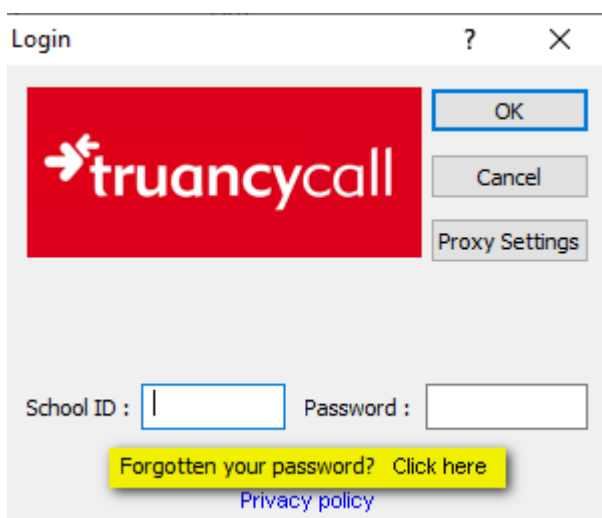


### Truancy Call – User Name Admin Locked

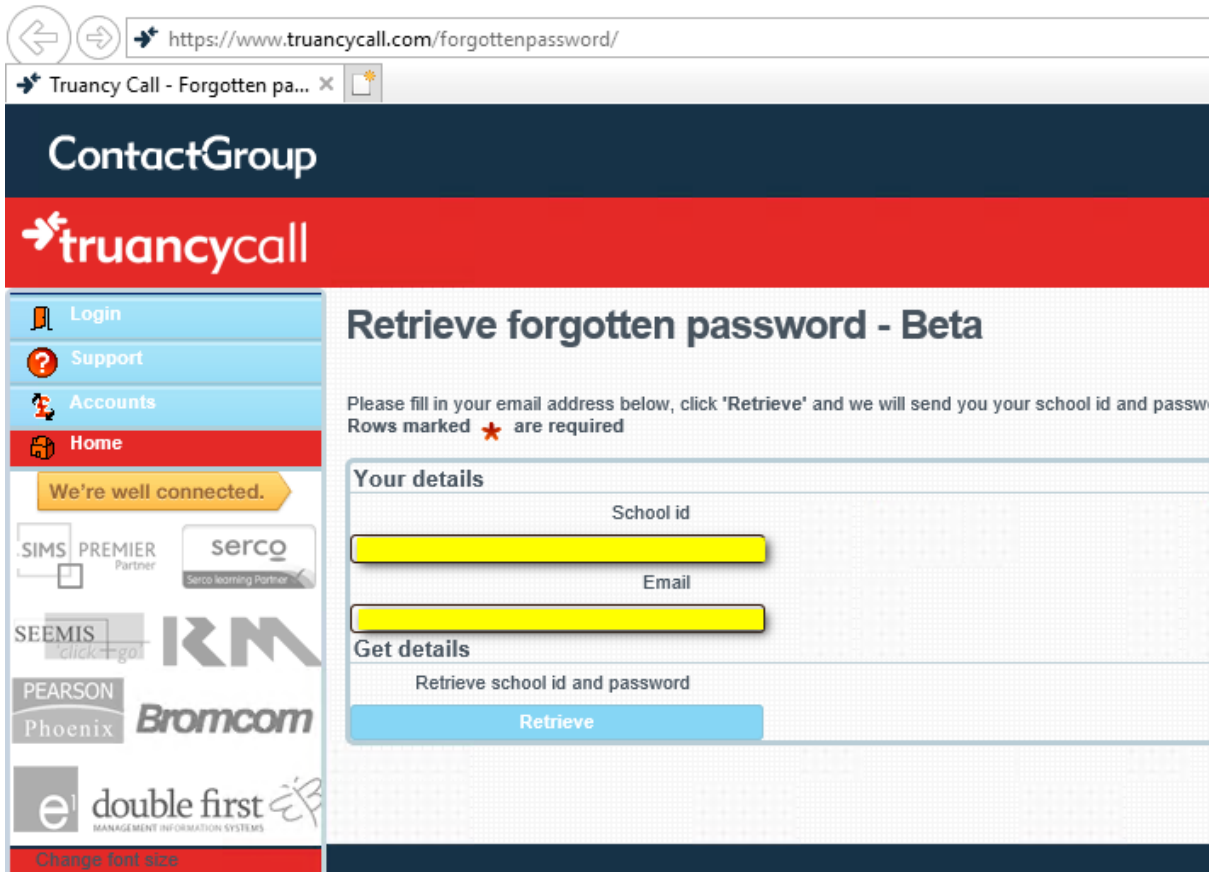
When a user/s have tried to log in multiple times, the account will lock and will therefore need to request the forgotten your password to unlock.



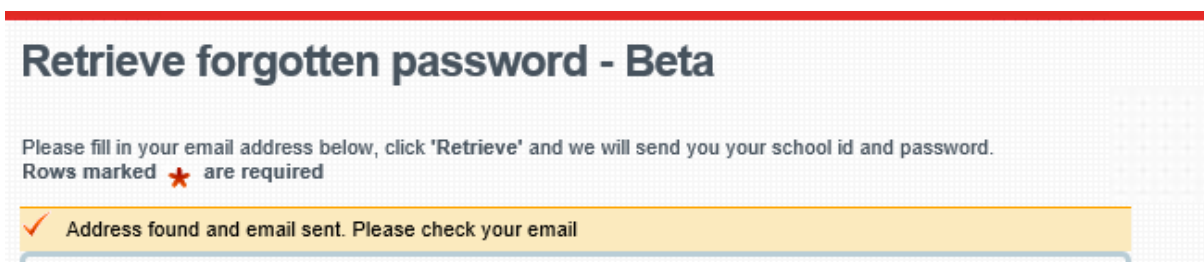
From the Truancy Call login select Click here under Forgotten your password



You'll be taken to a internet page where you'll need to add your school id and the email address, the email needs to be the main one you setup truancy call or can use any email address for school as long as it has the same prefix as the main example [school@the-contactgroup.com](mailto:school@the-contactgroup.com) can also use [info@the-contactgroup.com](mailto:info@the-contactgroup.com)



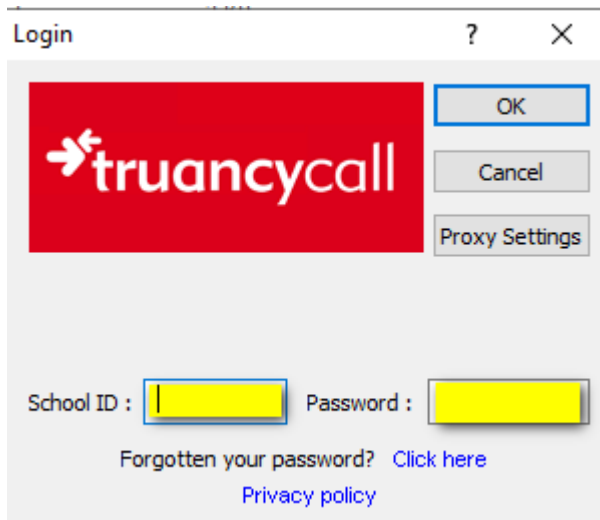
Select Retrieve and you get the below message to check your email



When check your emails the email will come from [noreply@truancycall.com](mailto:noreply@truancycall.com) and will be titled : *Forgotten password for the Truancy Call system* with school id

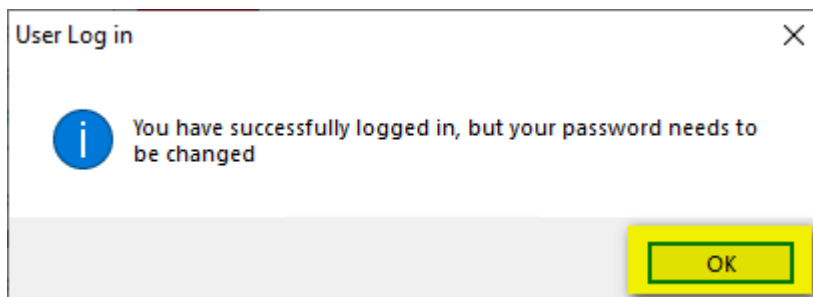
Make a note of the password or copy it

Go back to truancy call to the login box and type in the school id and the temporary password from the email you copied or made a note of and select OK



The image shows a 'Login' dialog box with the truancy call logo. It contains input fields for 'School ID' and 'Password', both highlighted in yellow. There are buttons for 'OK', 'Cancel', and 'Proxy Settings'. Below the input fields, there are links for 'Forgotten your password? Click here' and 'Privacy policy'.

You'll get the below message to change password, select OK



The image shows a 'User Log in' message dialog box. It contains an information icon and the text: 'You have successfully logged in, but your password needs to be changed'. There is an 'OK' button at the bottom right, highlighted in yellow.

You'll be then taken to the Change Password box. Retype the temporary password under Old Password and create a new Password minimum 8 characters containing both numbers and letters. Select Ok once done.

Change Password

Old Password

New Password

Confirm Password

OK

Cancel

Password guidelines :  
We recommend a password with a minimum length of 8 characters containing a mixture of numbers and letters.  
Should you need to write this password down, please ensure it is disguised in a way no one could guess what it is.

Password length 0

Select OK when get below message

Change Password

Old Password

New Password

Confirm Password

OK

Cancel

Password guidelines :  
We recommend a password with a minimum length of 8 characters containing a mixture of numbers and letters.  
Should you need to write this password down, please ensure it is disguised in a way no one could guess what it is.

Password length 8

Password Change

Information icon

Password Changed OK

OK

Truancy Call will then open and can use.

If the password change does not work, you may also change the password in Truancy Call by selecting Settings>Configure>Change Password tab. Type temporary password and then new password and select Apply.

Configure Truancy Call ×

Connection	Calling	Filters	Display / Report	Log File	Test Truancy Call
Mark Writeback	School Details	<b>Change Password</b>	Phone number blocks	Templates	

Old Password

New Password

Confirm Password

Password guidelines :  
We recommend a password with a minimum length of 8 characters containing a mixture of numbers and letters.

Should you need to write this password down, please ensure it is disguised in a way no one could guess what it is.

Password length      0