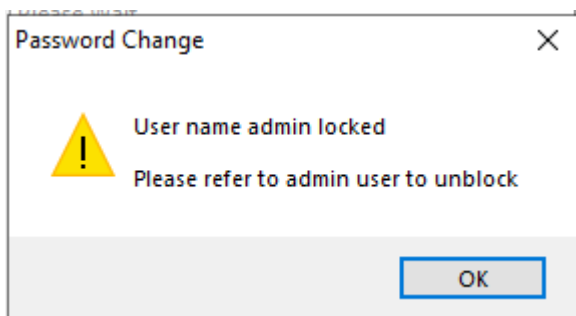
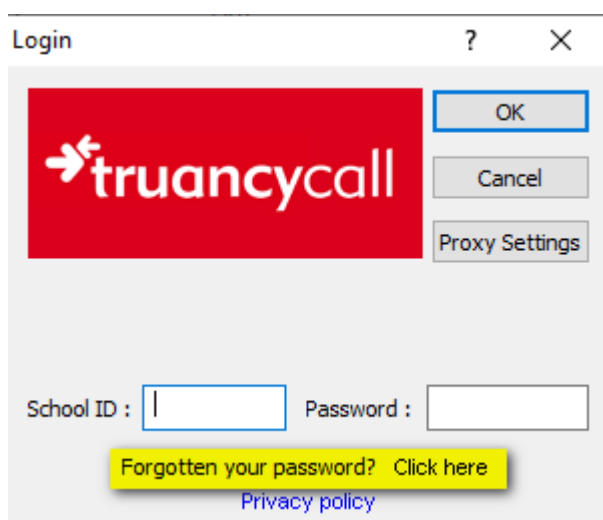


Truancy Call – User Name Admin Locked

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

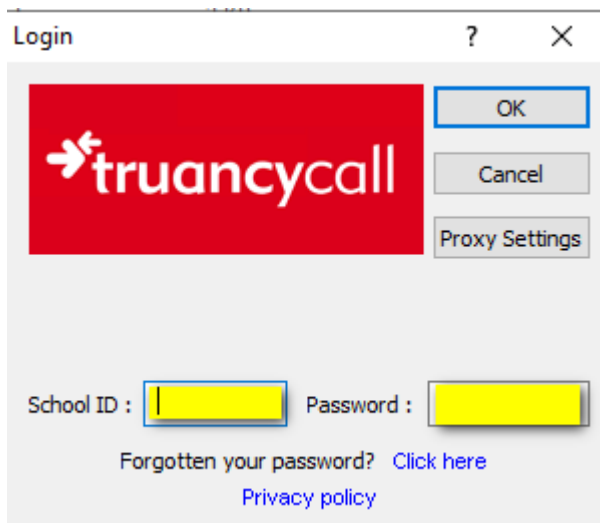


- You'll be taken to a internet page where you'll need to add your school id and the email address, the email needs to be the main one you setup truancy call or can use any email address for school as long as it has the same prefix as the main example school@the-contactgroup.com can also use info@the-contactgroup.com

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

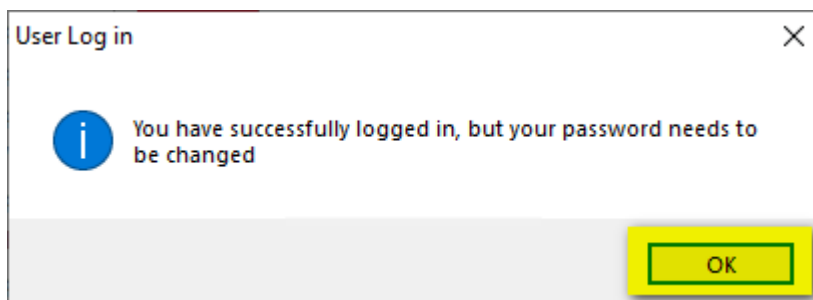
- When check your emails the email will come from noreply@truancy.com and will be titled : *Forgotten password for the Truancy Call system* with school id
- Make a note of the password or copy it

- 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 screenshot shows a 'Login' window with the truancy call logo on the left. On the right, there are three buttons: 'OK' (highlighted with a blue border), 'Cancel', and 'Proxy Settings'. Below the logo, there are two input fields: 'School ID : [yellow box]' and 'Password : [yellow box]'. At the bottom, there are two links: 'Forgotten your password? [Click here](#)' and '[Privacy policy](#)'.

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



The screenshot shows a 'User Log in' message box with a close button (X) in the top right corner. On the left, there is a blue information icon (i). The text reads: 'You have successfully logged in, but your password needs to be changed'. At the bottom right, there is a yellow 'OK' button.

- 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	Change Password	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