Member Documentation: First Login

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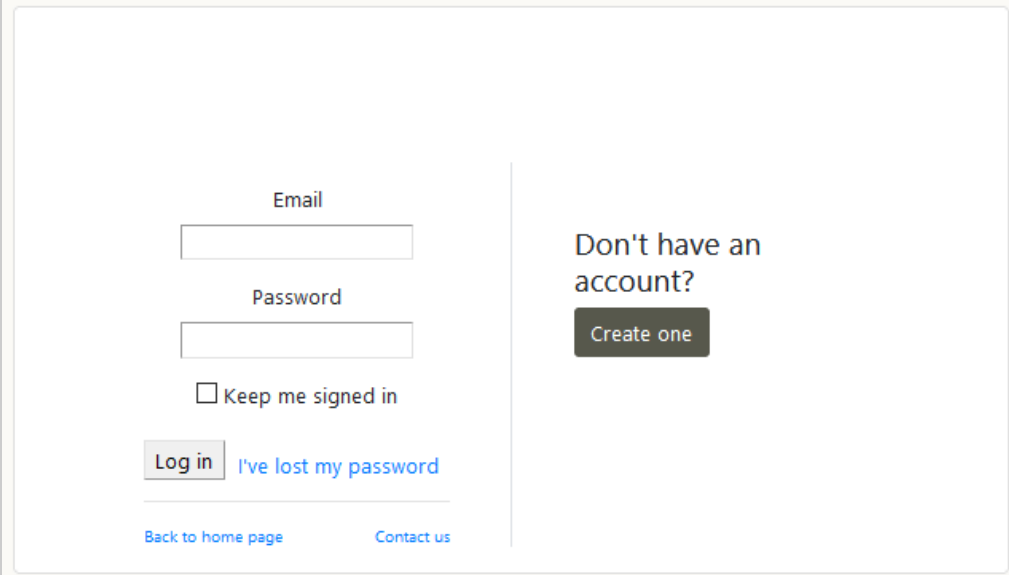
When your members first login to Gecco, they probably will not have a password set. Therefore they need to work through the Reset Password process.

Login Screen

Click on the Login link on your organisation's website. You will be redirected to the Login screen. If youdo have a password, enter your email address and password into the relevant fields and click the *Login* button. If you do not have a password (or cannot remember it), click on the **I've lost my password** link.

Email

Password

☐ Keep me signed in
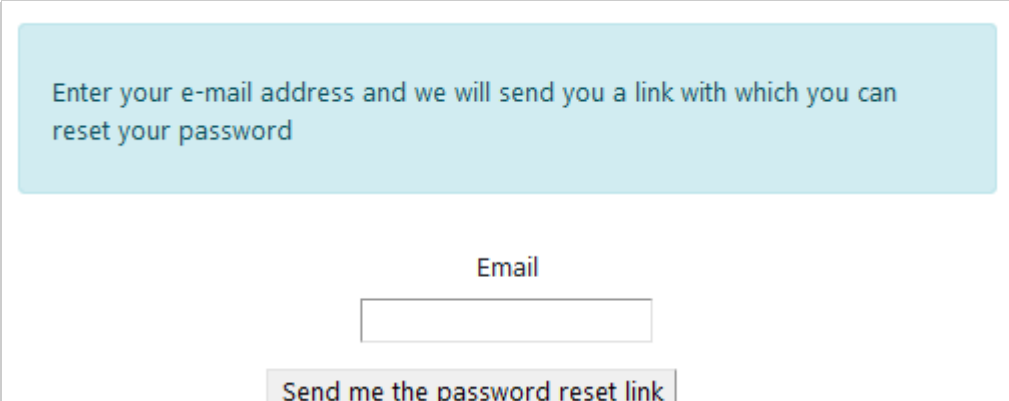
Log in   I've lost my password

Back to home page   Contact us

Don't have an account?

Create one

Enter your email address into the **Email** field and click the **Send me the pasword reset link** button. An email with a reset link will be sent to your email address.

Enter your e-mail address and we will send you a link with which you can reset your password

Email

Send me the password reset link

Password Reset Email

The Reset password email will look like this. Click on the **password reset link**.

Your password reset link

N **noreply@gecco.co.nz**
Thu 3/09/2020 8:52 AM
To: Richard Thomas

Hi Richard,

Here is your <u>password reset link</u> for http://play.gecco.co.nz/.

Reply | Forward

Safe Links Bypass

Both Microsoft and Gmail have introduced a 'Safe links' protocol which checks links are safe to click. Unfortunately this breaks the Change Password link so we have had to introduce a manual step into the process. When you click the link, you will be directed to a **Password Reset Request** page. This has a link on it labelled **Reset Password**. Click this link and you will be redirected to the actual Change Password page.

Password Reset Request

Rest Password

Powered by

Gecco
software

Change Password Screen

You will be redirected back to the website change password page. Enter your new password into the **New Password** field and then into the **Confirm New Password** field. Click the **Change Password** button to proceed.

You can change your password below.

New Password

Confirm New Password

Change Password

Back to home page   Contact us

On success you will either be redirected to your profile page or to your landing page (depending on how your site has been set up).

Landing page

Welcome Richard Thomas

Go to dashboard

Go to home page

Go to your profile