



Process:	System Logon
Description:	The Contact record is used to define Contacts on the system. The following steps walk through how Contact records are created and confirmed in the OSS Web Portal

Process Detail: This document will outline how to Sign Up and Log On to the OSS System

Steps

1. Once a Contact is created, the first action that will occur is an email invitation will be sent out. This email will be sent to the Email as designated by the contact information provided by JFS and the counties.
2. The email will give the hyperlink for the initial signup for the Ohio Shared Services Web Portal. An example of this email is shown below.

From: Ohio Shared Services Inventory Direct Support; [<mailto:OSS@debtnext.net>]
Sent: Monday, September 29, 2014 9:07 AM
To: Steven Hloros
Subject: CollectNext Inventory Direct | DEV Customer Support

Steven Hloros,

You have been invited to signup on the Ohio Shared Services Inventory Direct | DEV.

Use the link below to logon to the OSS Recovery Solutions Inventory Direct.

http://cnxt-web.development.debtnext.com/invite.asp?signup_id=yrbqx4mmWA

Please contact us directly with any questions.

Ohio Shared Services Customer Support
OSS@debtnext.net
555-555-5555

3. Once the Contact has received the email, they should click on the Hyperlink to be taken to the OSS web portal.
4. This will bring the Contact to the Profile Setup page. This page will display with the values input by the creator of the contact. This will show the First and Last name of the Contact that has been created with, along with the County that the contact is associated with and the email address. The Contact should verify all information is correct. If anything is incorrect, the Contact should contact OSS or the County Administrator that created the Contact to update the



information. If all information is correct, the user should click on the Confirm button to Accept the Contact creation information.

Home: Signup Invitation

Confirm that the information below contains your contact information.

If the form below does not contain your contact information please click the Cancel button.

Contact Information Confirmation

First Name: Steven
Last Name: Hloros
Company: Summit County
Email: shloros@debtnext.com

- The page will update and display with the Contact Information profile setup. This allows the Contact to enter/update any information regarding their Contact profile. Those fields that are required for the creation of the Contact profile are shown with an (*) next to the field name. The table below lists the required fields and a description of the field.

Field	Description
Company	This is the company (county) that the Contact is associated with. This field should be pre-populated with the county that the Contact is associated with
First Name	This is the first name of the Contact. This field should be pre-populated with the Contact's first name
Last Name	This is the last name of the Contact. This field should be pre-populated with the Contact's last name
Address	This is the address of the Contact. The Contact should enter in the Address for possible contact
City	This is the city of the Contact. The Contact should enter in the City for possible contact
State	This is the state of the Contact. The Contact should enter in the State for possible contact
Zip	This is the zip code of the Contact. The Contact should enter in the Zip Code for possible contact
Phone	This is the phone number associated with the Contact. The Contact should enter in a possible phone contact number
Email	This is the email associated with the contact. This should be pre-populated with the email that the Contact is associated with
User Name	This is the User Name the Contact will use to sign into the system with. The recommended format for the User Name is "FirstNameLastName". If



	<p>the user name is already taken, the user will receive a notification that the User Name is already taken. If this occurs, the contact should add a numeric value to the User Name.</p>
Active	<p>This will designate whether the Contact is Active. This will not allow for modification during initial setup and will display with Yes</p>
New Password	<p>The Contact will need to designate a password using the following Rules. (Additionally the (?) can be clicked upon to bring up the rules at any point).</p> <p>The Password must contain 1 Uppercase, 1 Lowercase, 1 Special Character and Must be at Least 8 Characters.</p>
Confirm New Password	<p>The Contact will need to re-enter their password that they have just entered in the New Password field. If this does not match, the user will receive notification when they attempt to submit their profile that the passwords did not match</p>



Contact Information		
1. * Company:	Summit County	
2. * First Name * Last Name:	Steven Hloros	
3. Title:	Select a Title	
4. Salutation DOB:		
5. * Address:		
6. Address 2:		
7. * City * State * Zip:		
8. Country:		
9. * Phone Extension:		
10. Fax Cell Phone:		
11. * Email:	shloros@debtnext.com	
12. Web Site:		
CollectNext Inventory Direct DEV Information		
13. * User Name:		
14. * Active:	Indicates whether or not this contact can logon to the CollectNext Inventory Direct Yes DEV.	
15. Reviewed:	Indicates whether or not this contact has been reviewed for access. Access will not be - permitted until the contact has been Reviewed.	
Re-Certification		
16. Last:	-	
17. Expiration:	-	
History		
18. Created Created By:	9/29/2014 9:07:11 AM CollectNext Recovery Solutions	
19. Signed Up:	-	
Site Password		
20. New Password:		
21. Confirm New Password:		

[Submit](#) [Cancel Registration](#)

- Once all required information has been entered for the Contact's profile, the Contact should then click on the Submit button on the bottom of the page. If all data is correct and all fields are filled, the page will update to display that the creation of the Contact is complete. While the profile has been created, an administrative user must review the Contact submission prior to allowing the Contact to access the OSS web portal. During this review period, the Contact will not be able to login to the Web Portal.

Profile: Account Profile
Use the form below to maintain individual contact information.
<ul style="list-style-type: none">Your Registration was successful.You will be notified via email once it has been reviewed and restricted areas are available.
<ul style="list-style-type: none">Your account is currently pending review.Please contact your Company administrator (Paul Goske) to review your registration.

- Once the Review of the Contact has completed, the Contact will receive email notification that they have been approved for access to the Web Portal. An Example of the email that will arrive is shown below.



Steven Hloros,

Your registration has been reviewed on the CollectNext Inventory Direct | DEV. You are now able to utilize the restricted areas of our site based on the assigned permissions.

Use the link below to logon to the OSS Recovery Solutions Inventory Direct.

http://cnxt-web.development.debtnext.com/invite.asp?signup_id=yrgbx4mmWA

Please contact us directly with any questions.

Ohio Shared Services Customer Support

OSS@debtnext.net

555-555-5555

8. Once the email is received, the Contact should click on the Hyperlink contained in the Email. This will bring the Contact to the Web Portal sign in
9. The Contact should enter the User Name and Password that they designated during their profile creation

Home: Logon

If you are a registered user or our web site, please enter your user name and password below.

Account Logon

[\(password help\)](#)

User Name:

Password:

10. Once the Contact has entered in the information required for sign on, they should click on the Submit button to enter the web portal
11. If the Contact is having any issues with their password or user name, the Contact should click on the Password Help hyperlink
12. This will bring the Contact to the Forgot Password page. Here, the Contact should enter the User Name and Email Address that is associated with the Contact.

Use this form if you have forgotten your password. Enter your User Name and Email Address.

If you have forgotten your User Name please contact CollectNext Recovery Solutions Support at .

Forgot Password

User Name:

Email Address:

13. The user should then click on the Submit button. The page will update to display that a Temporary Password has been sent in order to allow for resetting of the password



Home: Logon

If you are a registered user or our web site, please enter your user name and password below.

- A new temporary password has been emailed to you and should arrive shortly.

Account Logon [\(password help\)](#)

User Name:

Password:

14. An example of the email for the password reset is shown below

Summit User,

You have requested to receive your CollectNext Inventory Direct ([]) DEV password via email. A temporary password has been created:

UNMUfJ4a

Use the link below to create a new password.

http://cnxt-web.development.debtnext.com/logon.asp?co_id=2350&password_change=y

Use the link below to logon to the OSS Recovery Solutions Inventory Direct.

http://cnxt-web.development.debtnext.com/invite.asp?signup_id=piVxhYped8

Please contact us directly with any questions.

Ohio Shared Services Customer Support

OSS@debtnext.net

555-555-5555

15. The Contact should click on the top link to begin the password reset operation.

16. This will bring the Contact to the password reset page. Here, the contact should enter the User Name, the Temporary Password contained in the email as the Existing Password, and the Contact should enter in a New Password and then Re-Enter the Password in the Confirm New Password.

Home: Logon

If you are a registered user or our web site, please enter your user name and password below.

Account Logon [\(password help\)](#)

User Name:

Existing Password:

Create New Password

New Password: (?)

Confirm New Password:

17. Clicking the Submit button will update the password and the user will be logged onto the OSS Web Portal