

Hosted SedonaASP 1st Login Reset Information

02/09/2024 1:19 pm EST

The below email should be sent to any Hosted Sedona Office customer having trouble logging in to the Server (1st Login). The only exceptions where the below information will need further assistance are:

1. Where the supplied email address for the user is incorrect
2. User has not accessed the server in over 90 days/been previously removed from the company [Account Restricted]
3. The customer is locked out of the Server or Duo for 5+ incorrect login attempts within a short period

Send the following email - If there is any response to the email with further issues be sure to request the screenshot/error details and transfer the case to the Cloud/IT Queue

Good Morning/Afternoon Customer,

If you are having trouble logging into the server please visit [or have the impacted user visit] and **request a reset/unlock link to be sent to the email associated by following the prompts**

- Click on Reset Password or Unlock Account [Note the process is the same for Reset & Unlock but Reset also unlocks]
- Fill in the fields and click continue
- If you have set up security questions you can either answer the security questions and reset immediately -or- choose Email Verification and select your email from the drop-down to receive a reset link to your email

Email Link Option

After selecting the email and selecting [Continue] a link will be sent to your inbox allowing you to reset your credentials and simultaneously unlock your 1st login. The reset/unlock will not occur until after the link is clicked and the reset process is completed.

If you are able to login to the password portal but not the Hosted SedonaOffice URL – typically this means your browser has cached old or invalid credentials. We recommend doing one or more of the following;

- Connecting and opening the Hosted Sedona Server URL in an incognito/private browser tab
- Connecting and opening the Hosted Sedona Server URL in a different HTML browser
- Clear cache and cookies of the preferred HTML browser and try logging into the Hosted Sedona Server URL

Please note: Lockouts of the first login end after 30 minutes and only occur after 5 incorrect logins. If you have not logged into your Hosted SedonaOffice server in over 90 days or the wrong email is listed, please submit a request

including your username, current email, and the server URL via sedonaoffice_support@boldgroup.com.

Regards,

Bold Group Support

Phone: (719) 593-2829 Fax: (719) 213-2502

4050 Lee Vance Drive, Suite 250. Colorado Springs, CO 80918

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