

Hosted Sedona Customer Access Troubleshooting

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Hosted customers have multiple logins to manage that are not synced in any fashion.

1st Login / Server Login / Active Directory Login

The 1st login is what the customer will use in order to sign into the server. The screen will look similar to the one below and usually have their name in the URL and their logo. The following all apply to the 1st Login:

- Domain is always SedonaASP [communal hosted customers /some dedicated may use their own]
- Username is not case sensitive
- Password is case sensitive and must be changed every 90 days
- Must be a minimum of 10 characters and have at least 1 special character and number
- Must not include name or username or dictionary words if under 20 characters

It is important when troubleshooting to capture a screenshot of what exactly the customer is logging into and the username - as most 1st login problems are user entry error related. This screenshot or error details should contain:

URL with the port #

Username being entered

Error message received

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If the customer is receiving a credentials invalid/invalid username or password message follow the instructions here <https://sedonaoffice.knowledgeowl.com/help/sedona-portal-account-unlock-password-reset>

<https://sedonaoffice.knowledgeowl.com/help/sedona-portal-account-reset-unlock>

You can confirm if the customer is utilizing the correct information by trying to have them log in to the Password Portal with the exact same username and password @ .

If they can log in to the password portal but not the server, the instructions from the Reset guide will instruct them to clear their cache/cookies or reset and try a new browser.

If they are not able to log in to the password portal, the credentials being used are expired and/or incorrect and they can follow the instructions from the Reset guide will walk them through initiating a password reset & unlock from the password portal via email or security questions.

If the customer cannot reach their server login page, follow the instructions here to whitelist the customer in the appropriate AWS Security Group.

2nd Login / SO Client Login / Application Login

The 2nd login is the login that the customer uses to sign into the Sedona Office Client App.

- This login typically is not the same as the first login
- Both username and password are case sensitive for this login eg. JDoe is not the same as jdoe
- This login pw does not expire by default or require unique characters and can be as short as 4 characters
- The Company drop-down will be empty on the first login until after they have successfully entered the username and password

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Take note of the lower left-hand corner. This will tell you the machine name, the 1st login to the machine used, and the version of the Sedona Office Client.

3rd Party Application Logins

Other logins will be governed by their respective support:

OPT WebServices Logins will be administered by OPT Support

Vivid Flex/Vivid CPM Logins will be administered by Astute Support

WeSuite Logins will be administered by WeSuite Support

QuoteWerks Logins will be administered by the company Admin, but can be escalated to QuoteWerks support
