

Logging On and Off

To Log On

1. From the desktop double click on the **Capita One** icon or select from your **Start menu**



The following dialogue box is displayed:

The image shows a Windows-style dialog box titled "Capita One - Login". The dialog box has a blue header bar with the title and a close button (X). Below the header, the word "Login" is displayed. There are two input fields: "User name" and "Password". Below the input fields are three buttons: "Login", "Cancel", and "Offline". Below the buttons, there is a small icon of three people and the text "In case of difficulty please contact". At the bottom of the dialog box, there are labels for "Telephone :", "Email :", and "Web Site" followed by a blue hyperlink "Web site". Below these are two more blue hyperlinks: "Communications Report" and "Software Version Report".

2. Enter **User Name** and **Password**
3. Click the **Login** button (see the Working Offline user guide for when to use the Offline button)

When log in is successful, **My Home Page** is displayed

Helpful Hint:

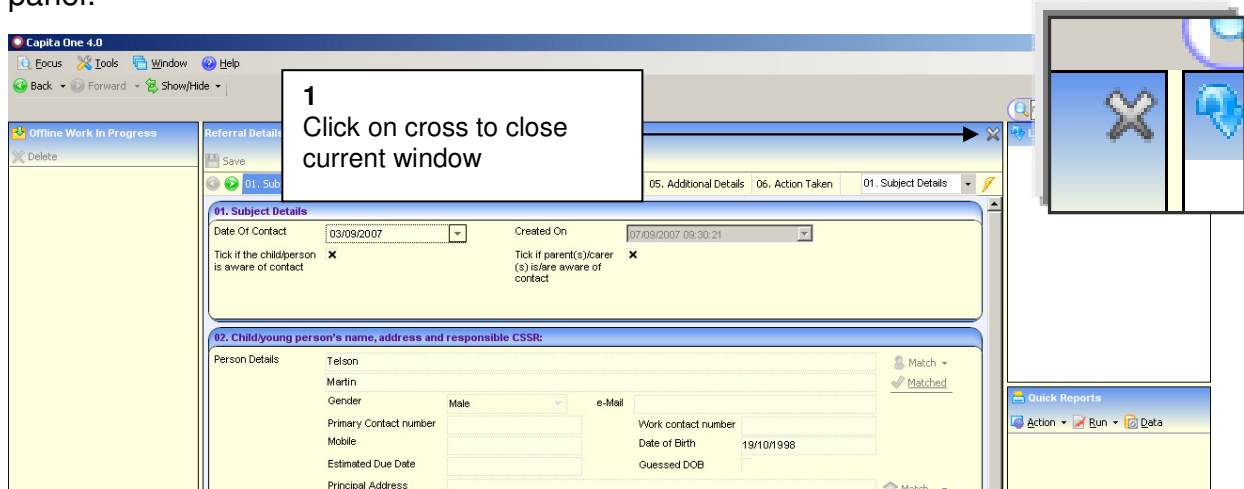
Passwords are case sensitive and should be between 6-10 characters long and include a number

To Log Off

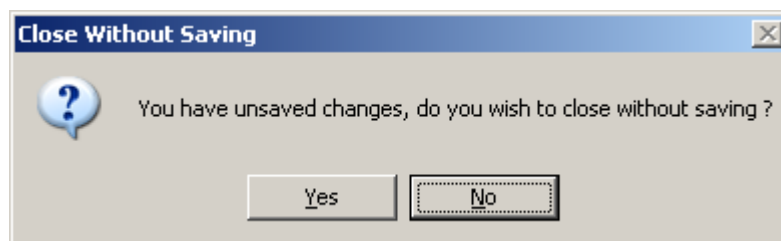
Remember – before you exit **Capita One** close all the open windows first – **Capita One** will not prompt you to save unsaved data in an open window and the data will be lost.

By closing each exemplar window in turn, the user will receive a pop up messages to advise if there are unsaved changes.

To close an exemplar window, click on the cross in the top right hand corner of the panel:



If there are unsaved changes in the exemplar or a field has been viewed but no changes made, the following message will display:



If the exemplar has only been viewed, select **Yes** – the exemplar will close

If the exemplar has been edited and not saved, select **No** – the exemplar is still displayed

Click the **Save** button – **Saved** will display bottom left of window and close the exemplar - the **Close Without Saving** message will not display

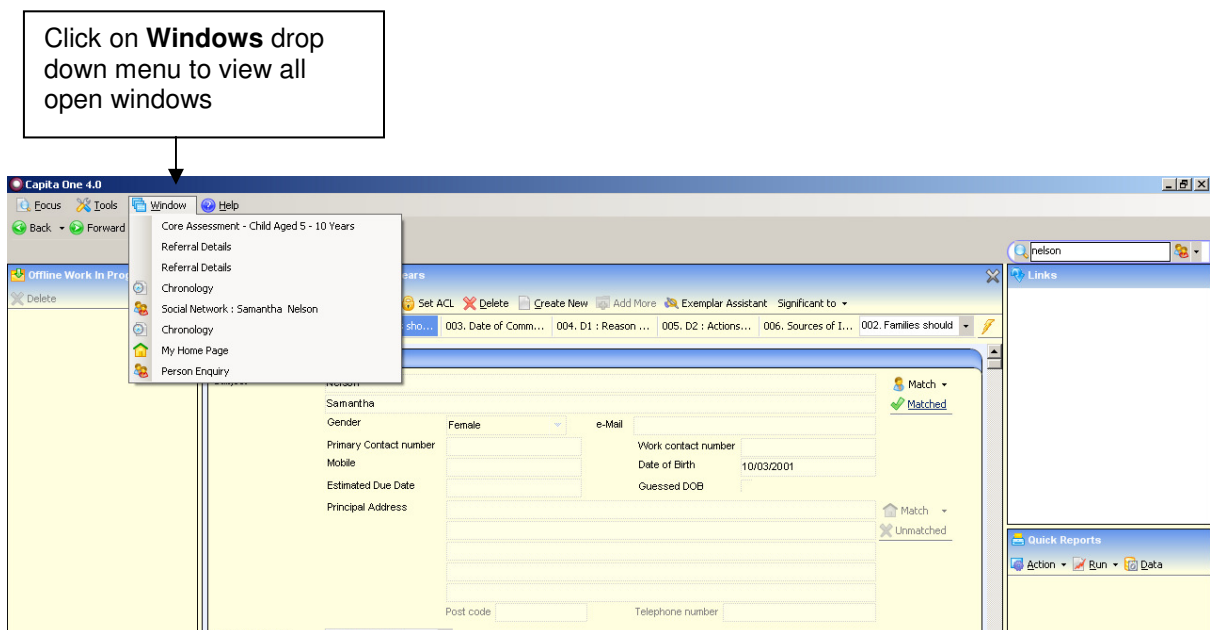
Helpful Hint:

Click **Yes** to close the exemplar without saving any changes

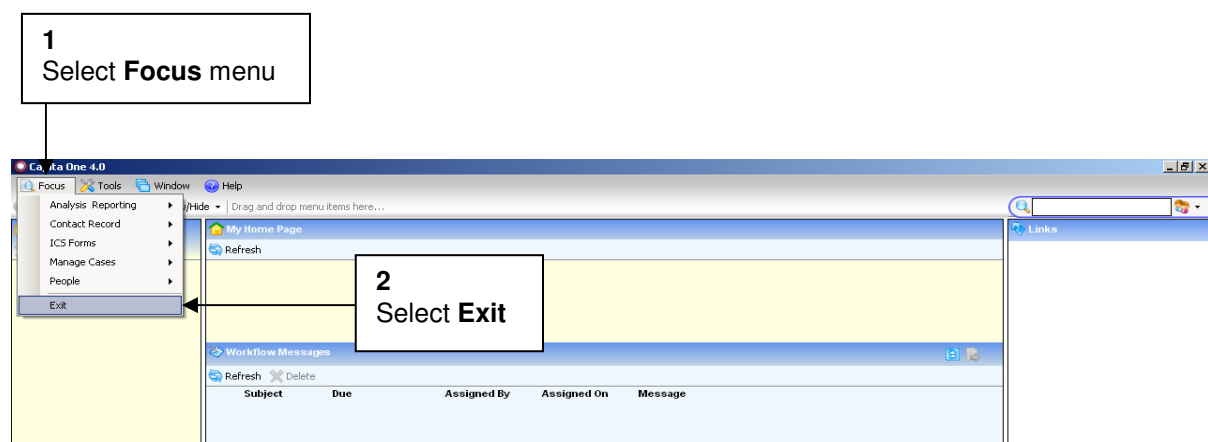
Click **No** to keep exemplar open and click the **Save** button on the exemplar to save any changes

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To view all open exemplar windows click on the **Windows** drop down menu



When all the open windows have been closed and only **My Home Page** remains open



Helpful Hint:

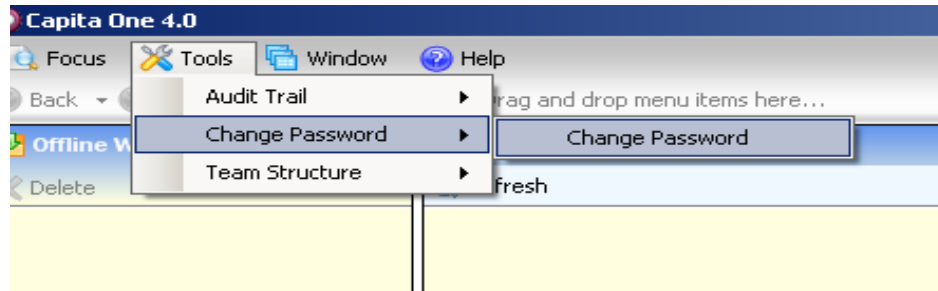
When multiple windows are open, the **Back** and **Forward** buttons become active and can be used to navigate between open windows

Changing a Password

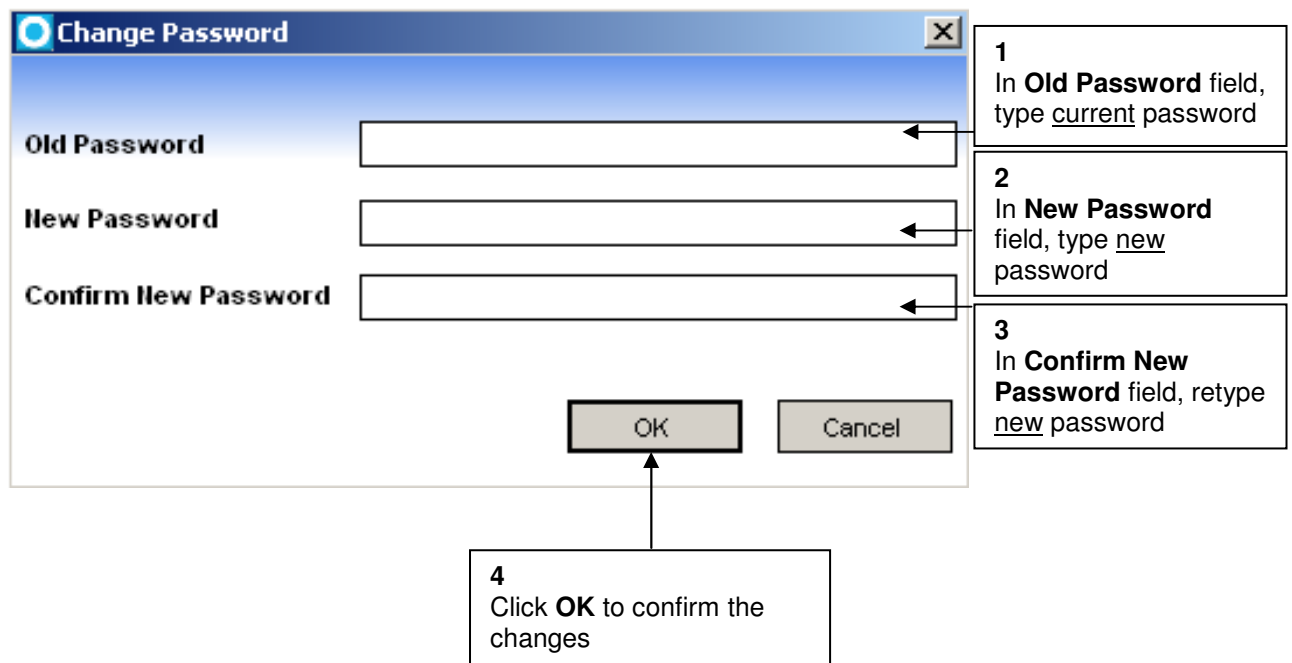
To change a password in **Capita One**

Select the **Tools** menu

Select **Change Password**



When **Change Password** is selected the following dialogue box is opened:



Helpful Hint:

Passwords are case sensitive and must be between 6-10 characters long and include a number. Passwords should not include [SPACE]!"£\$%^&*()+-~{}|~#@':;<>.,?/\|~` as the system will not recognise these as valid characters