Quickguide – login

We have strengthened security when logging in to Millum Procurement. Below you will find information on how to avoid being locked out, as well as guidance for unlocking users who have been locked out.

1. The user is locked out if the wrong password is entered five times

Each time the user attempts to log in, the "Log in" button will become inactive to show that the system is working on the request.

If the username and/or password is incorrect, a yellow info box will appear with "**Wrong username and/or password. Try again**."

Millum Procurement

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In the event of a **third** unsuccessful attempt, the user will receive a new error message which also informs about the possibility of changing the password.

After the **fifth** unsuccessful attempt, the user is locked out and cannot log in even with the correct username and password.

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English ⌄

Log in

⚠ Invalid Username and/or Password. Try again. If you have forgotten your password, you can change it by clicking **here.**

Username

| username |

Password

| •••••••••••• |

Log in

Forgot password?

2. How to unlock the user?

The user can be unlocked again using the "**Forgot password?**" function. This must be done in a browser, as it is **not** possible via the app. Admin does not need to get involved.

Note that you must enter your username to receive a one-time code, **not** your email address.

Forgot password

Enter username

| Username |

You will receive the one-time code at the email address belonging to the username

Send one-time code

Go back

3. When must admin be involved?

If the admin has locked a user via user admin, the user cannot unlock the user himself via the "**forgotten password**" function.

Note that people who share a user must have a good routine on how to securely share passwords between them, so that they do not lock the user to each other.