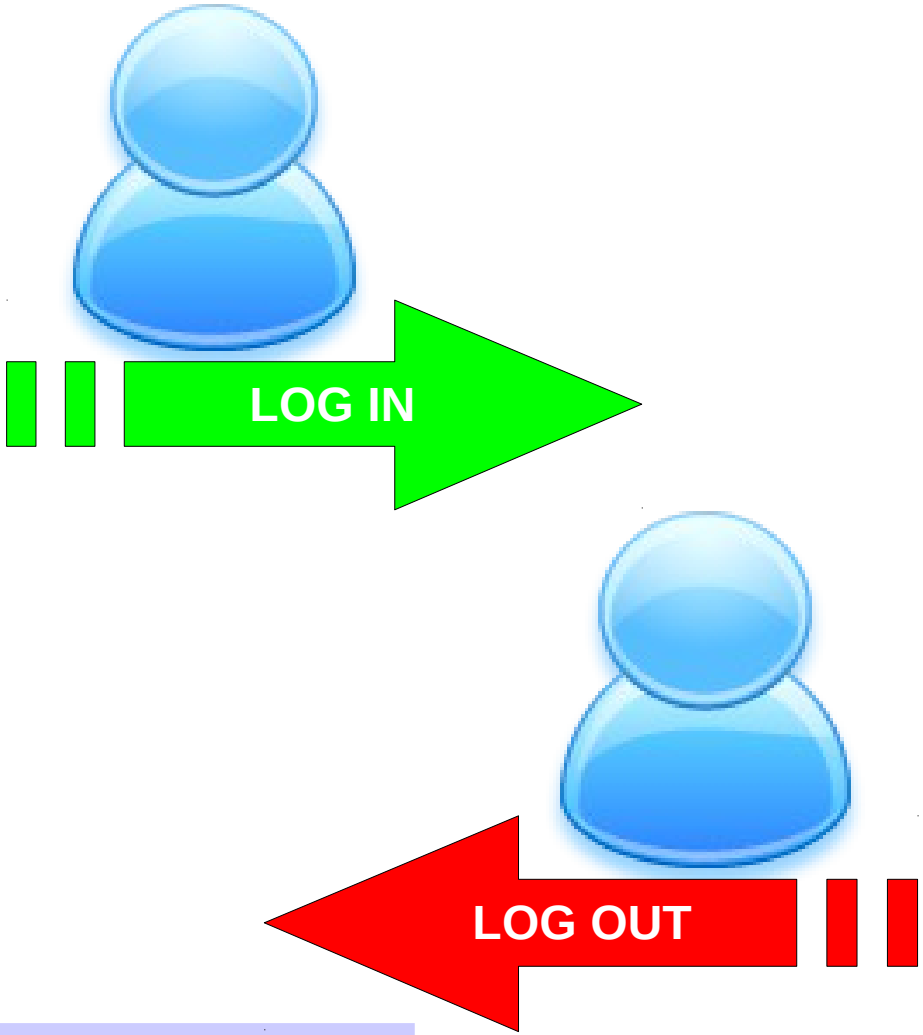
How to log in

This guide will teach you:

- How to log in TioLive
- How to log out from TioLive
- How to recover your password



Support ERP5 !
www.erp5.org/howtohelp

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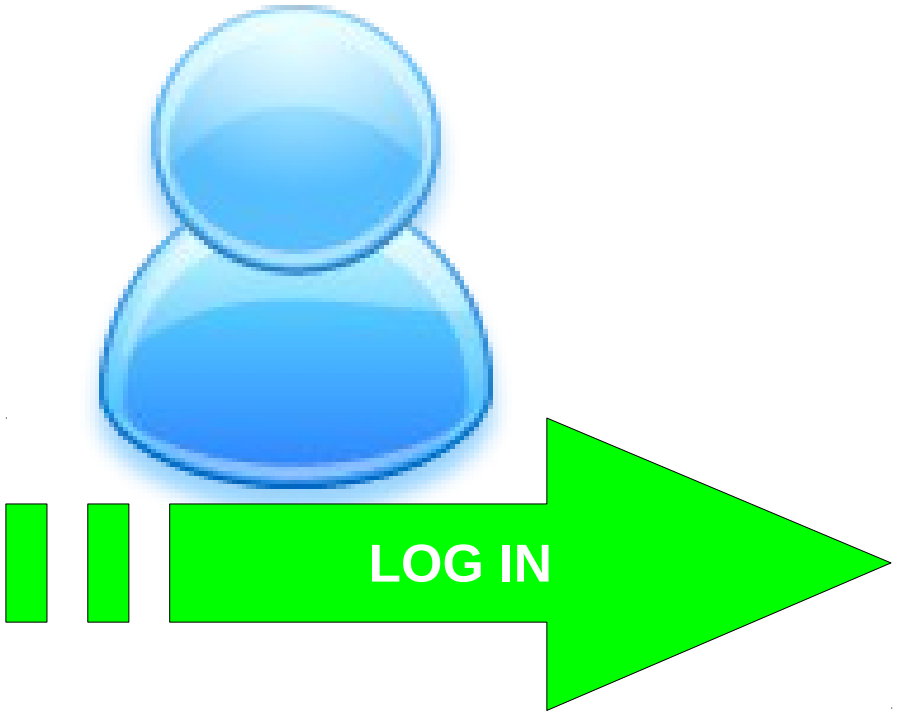
TioLive

How to log in



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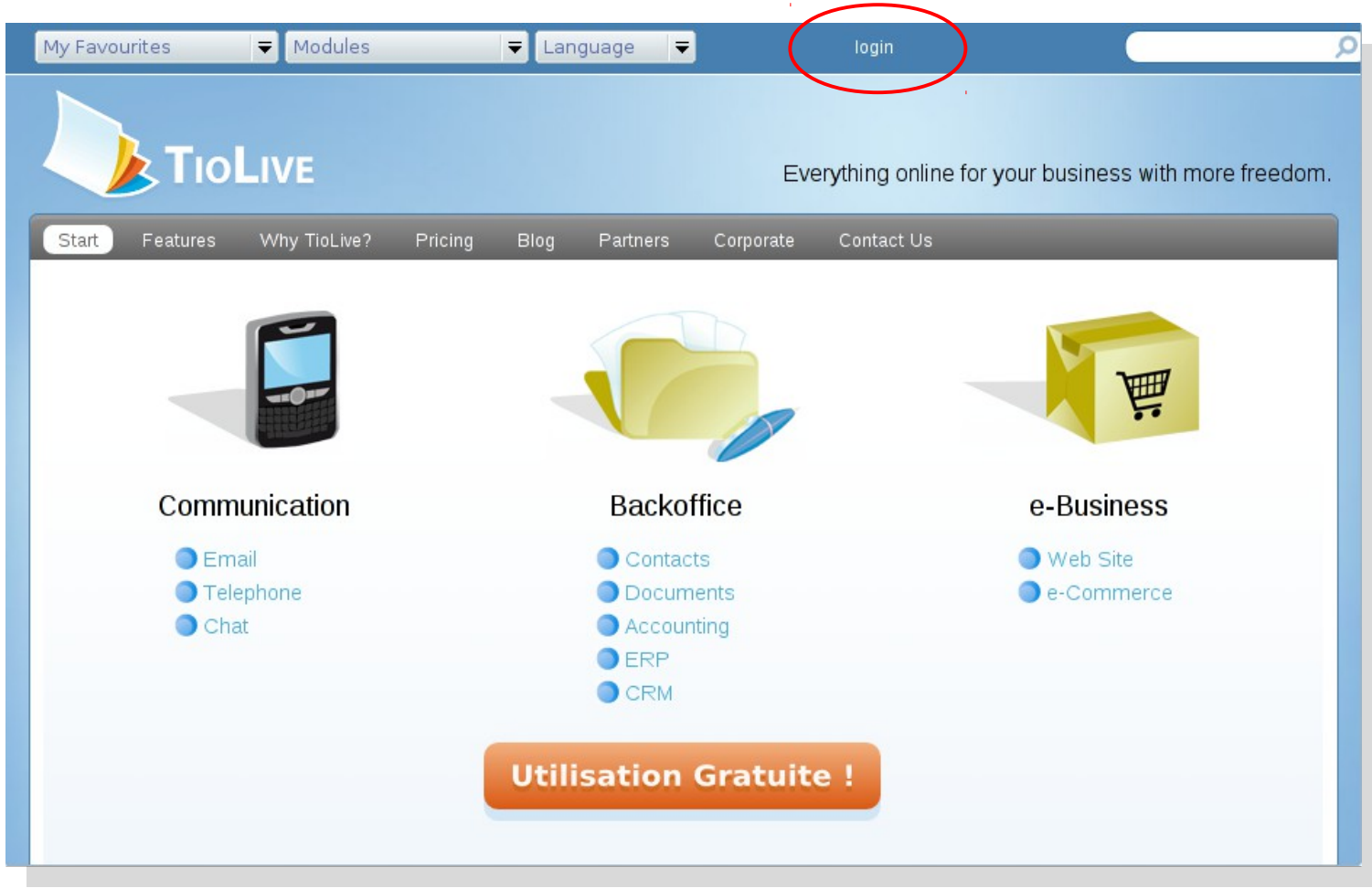
Go on TioLive Website



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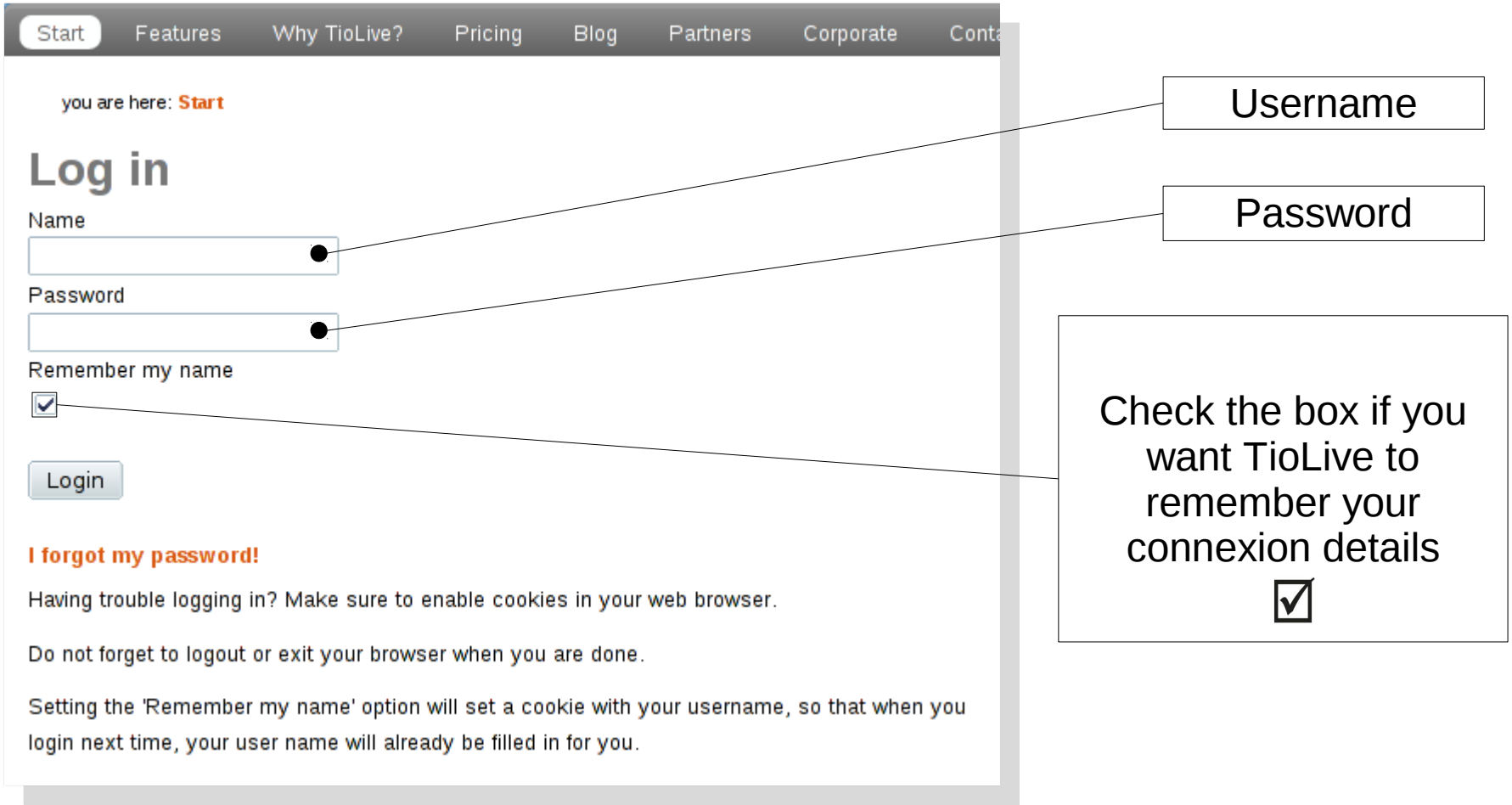
Enter username and password



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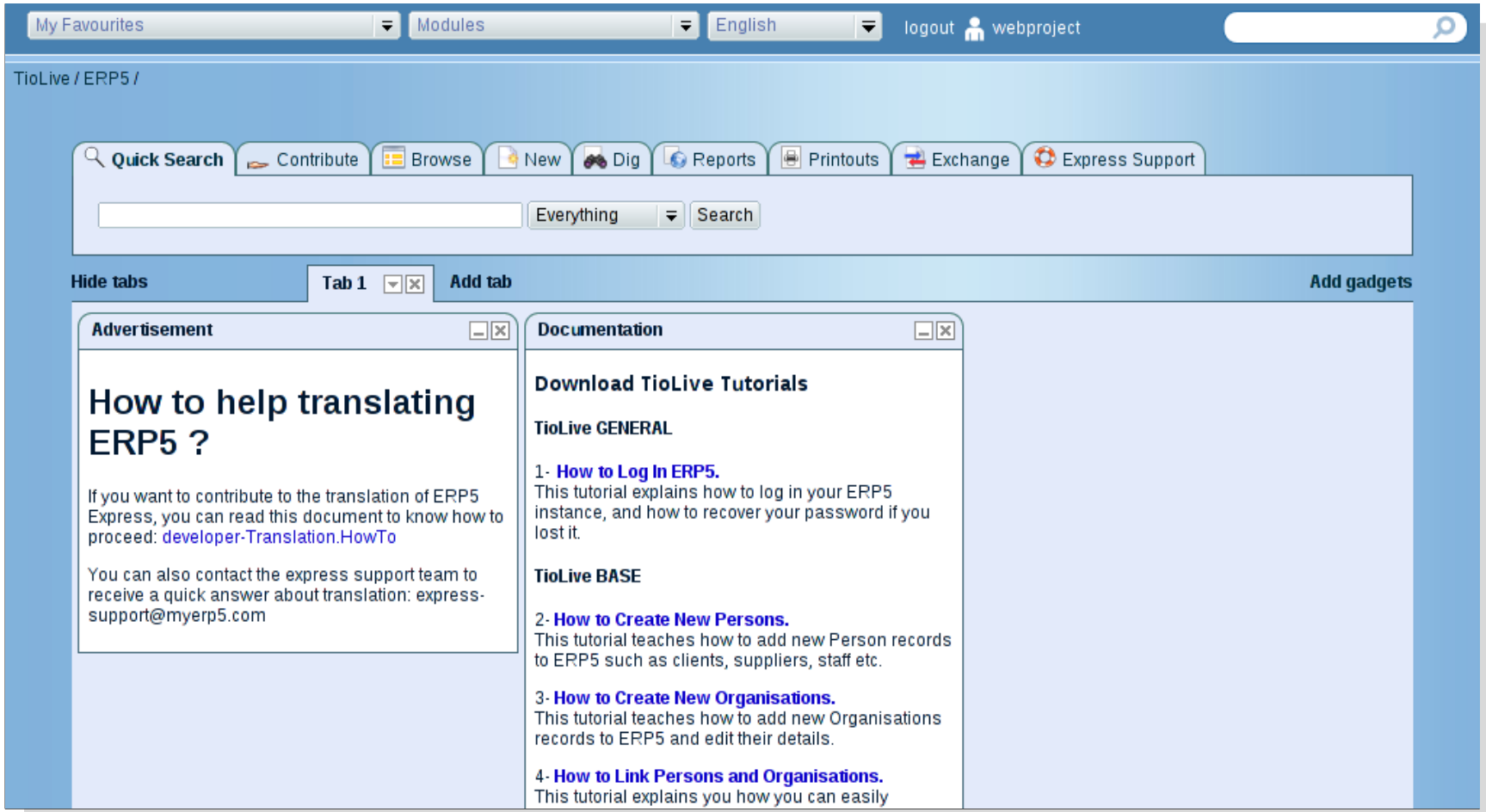
TioLive Home Page



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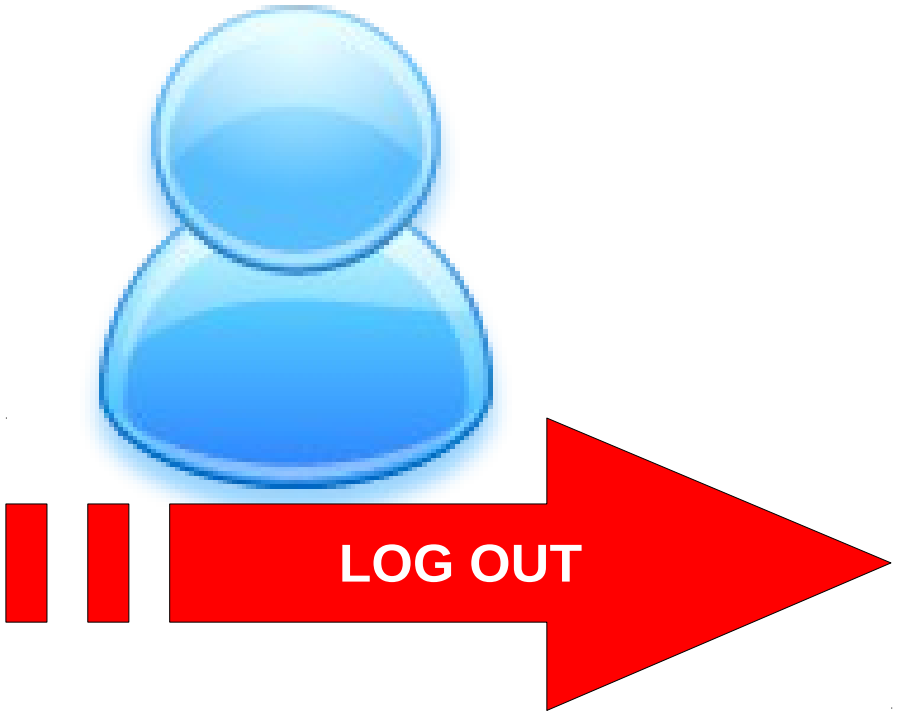
How to log out



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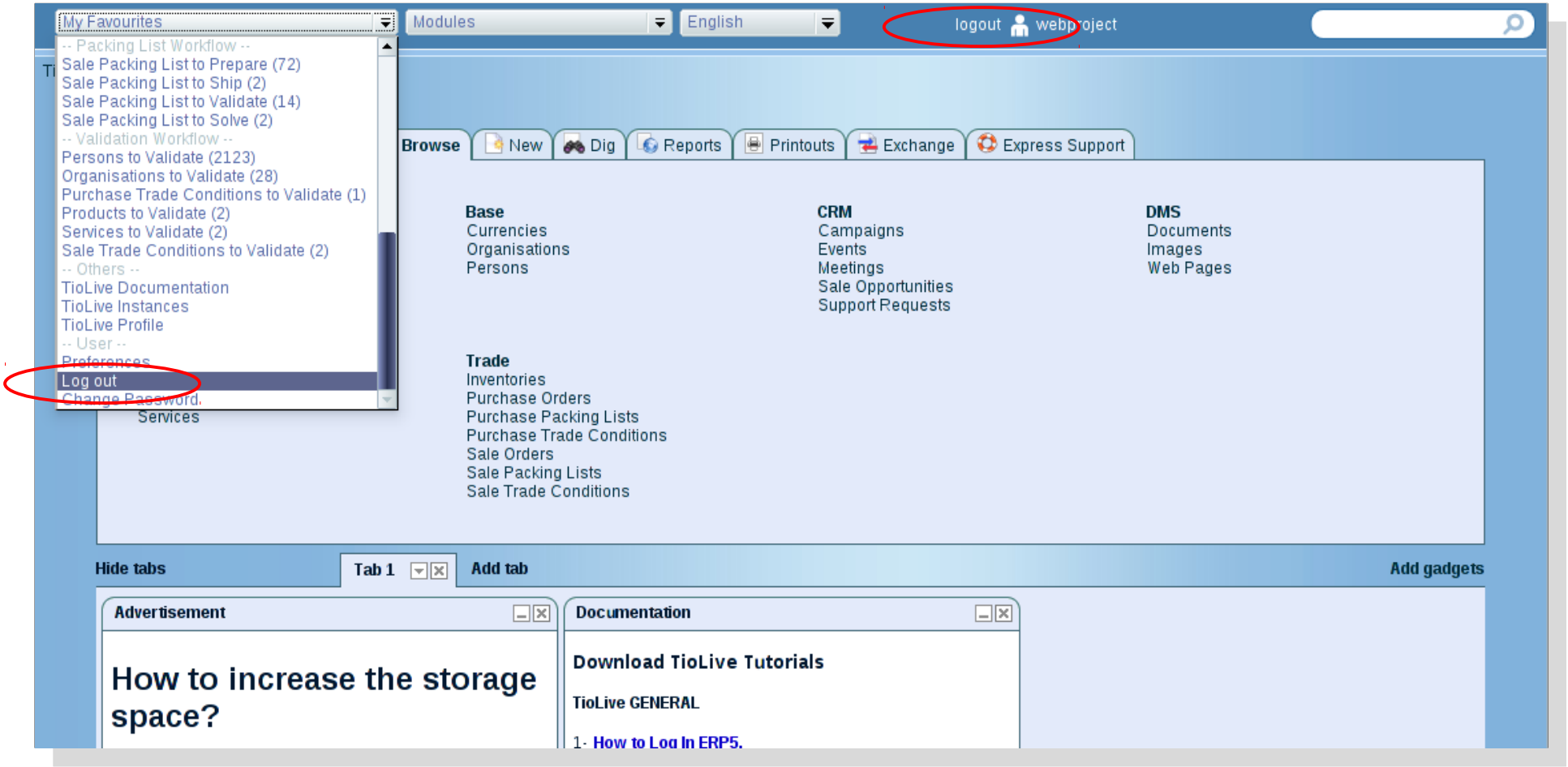
Click on “Log out”



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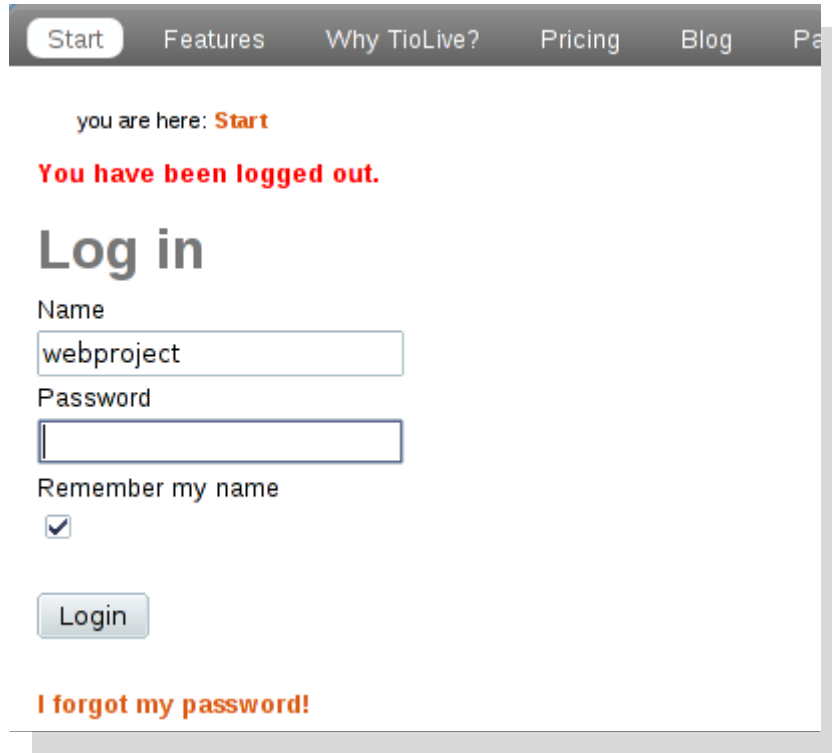
You have been disconnected



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How to recover your password

USERNAME =

PASSWORD = ?

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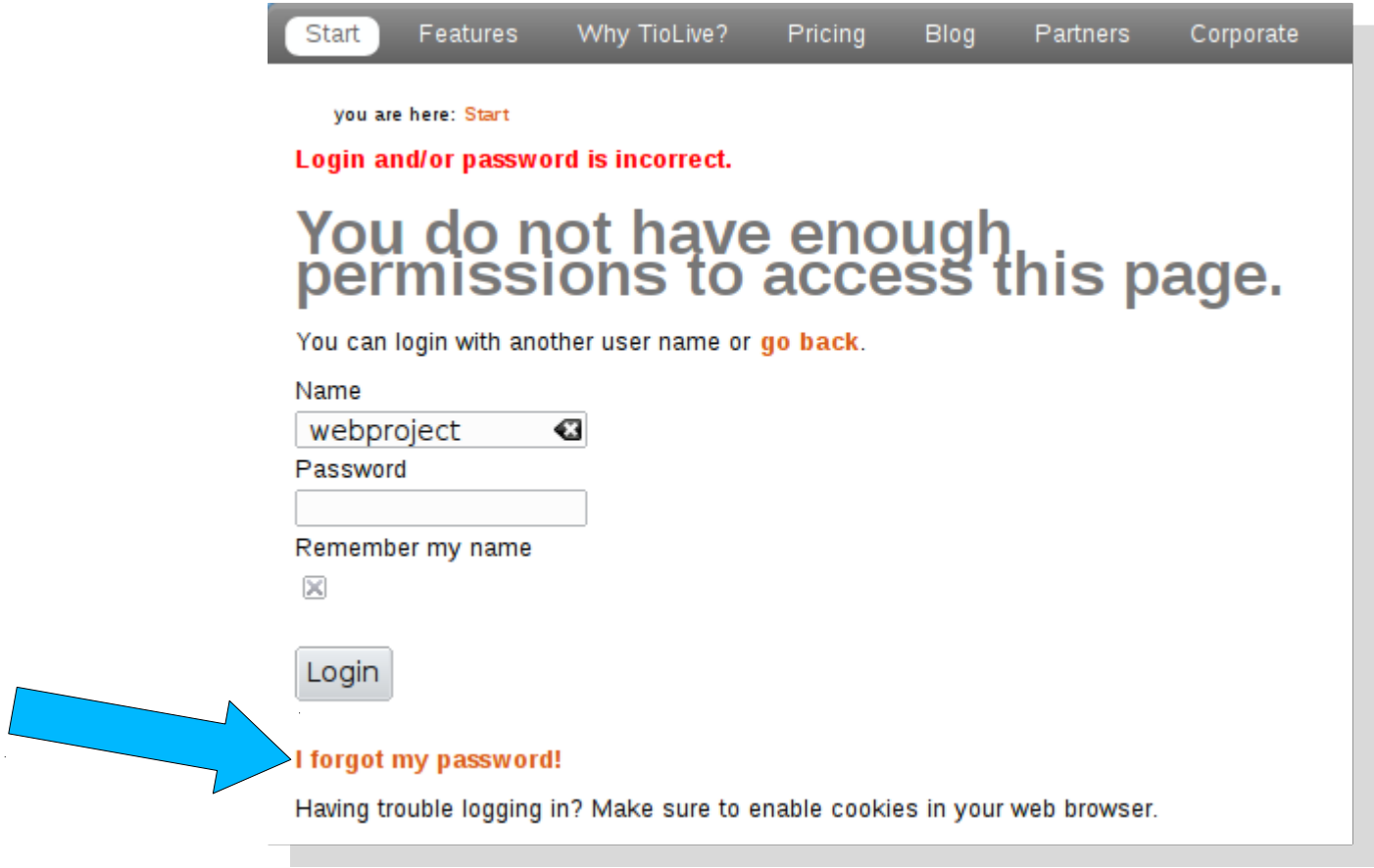
TioLive

Wrong password



Password is case sensitive, check this first.

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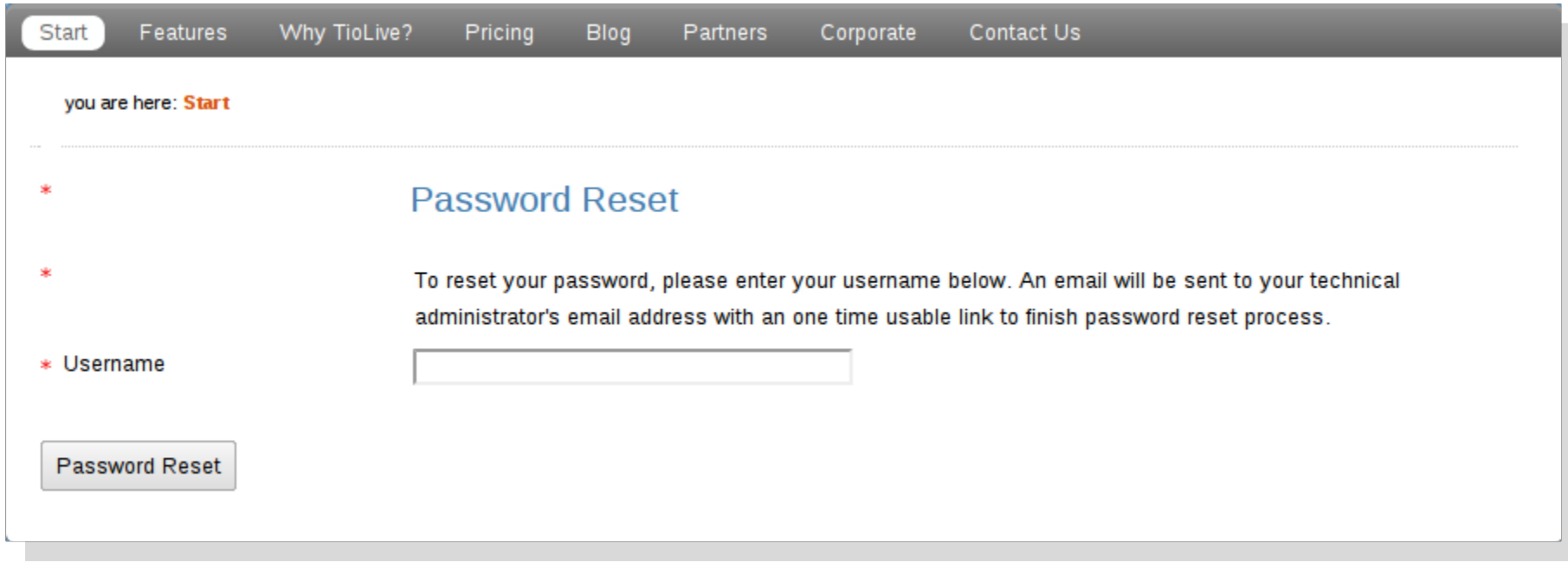
Enter your username



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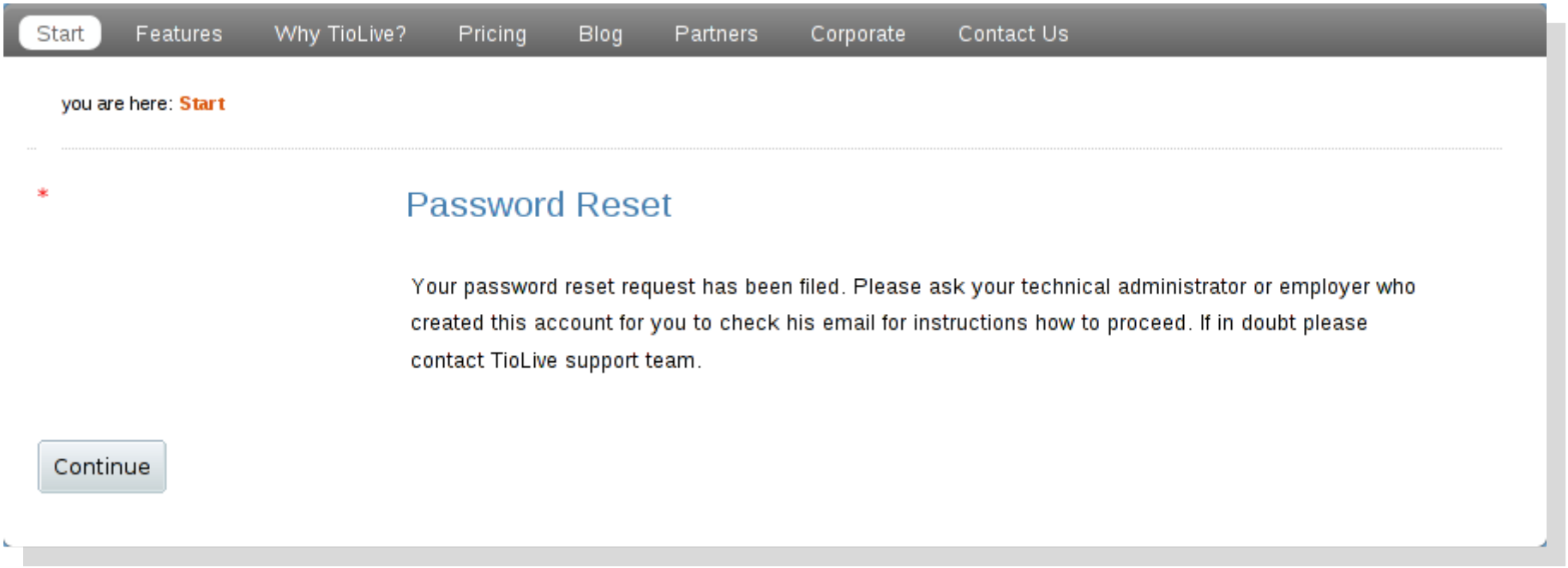
Open your mailbox



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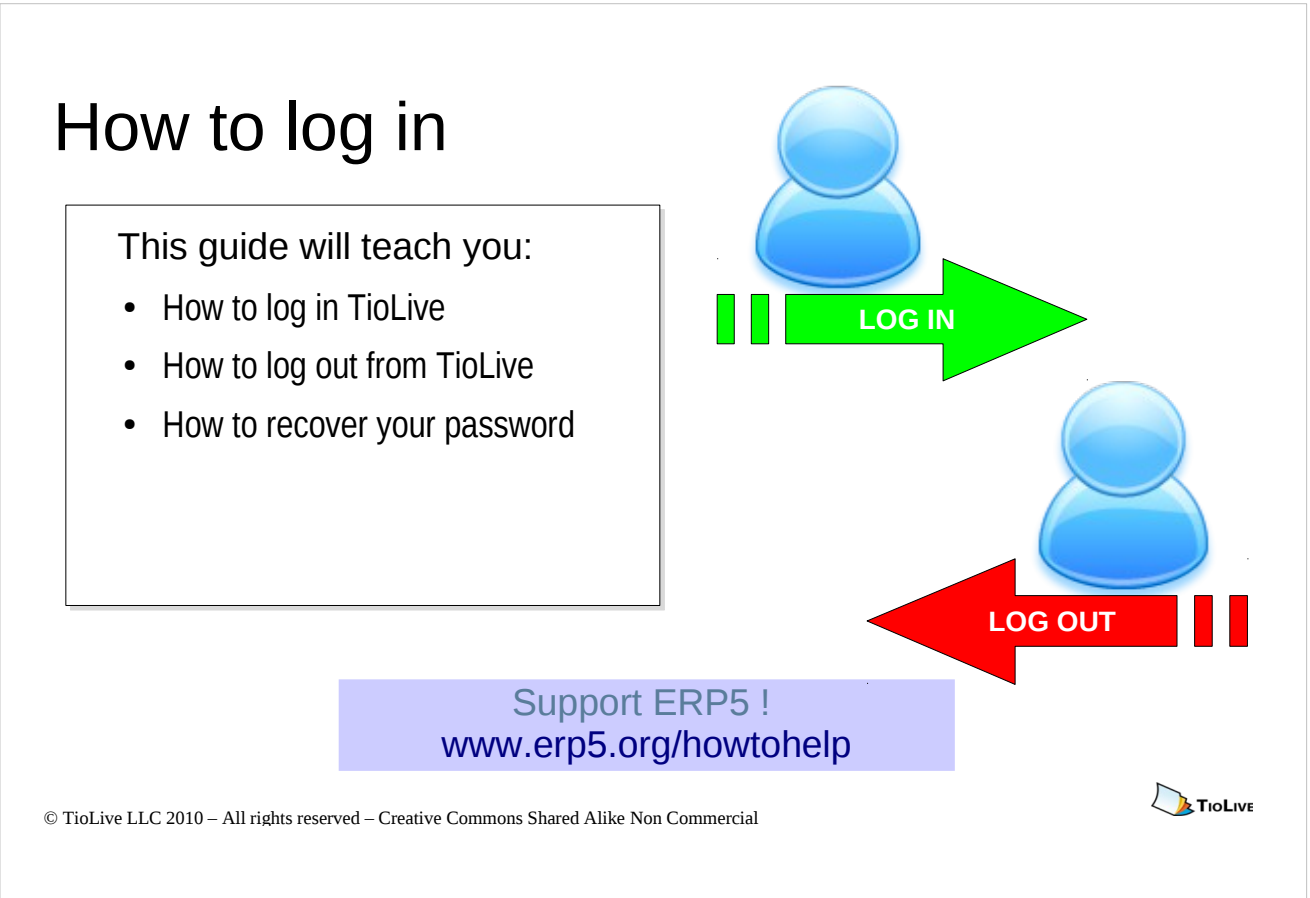

Hi, and welcome to this very first tutorial about ERP5 Express.

Now that you have created a TioLive instance, you might be wondering how to **log in** to the application. This is the goal of this tutorial to explain how you can log in to the system, thanks to the username and password you defined during your subscription to TioLive.

In the first part of this tutorial, we will see **how to log in**.

The second part will be dedicated to explain how to log out from the system, which is very important because if you do not log out or close your browser, anyone can use your id with evil purpose, and of course, you do not want this to happen.

In the very last part of this presentation, you will learn how to recover your password if ever you lost it.

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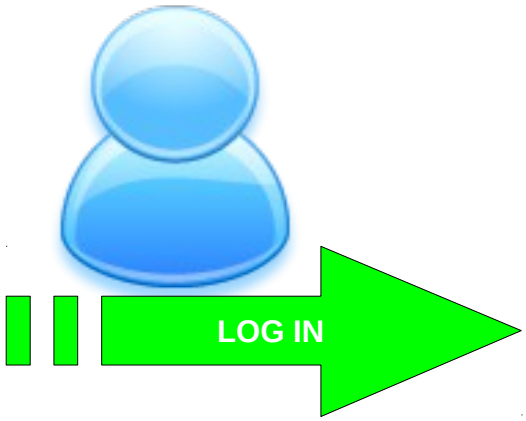
How to log in



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This first part will be dedicated to learning **how to log in** to your TioLive instance which you created during your subscription.

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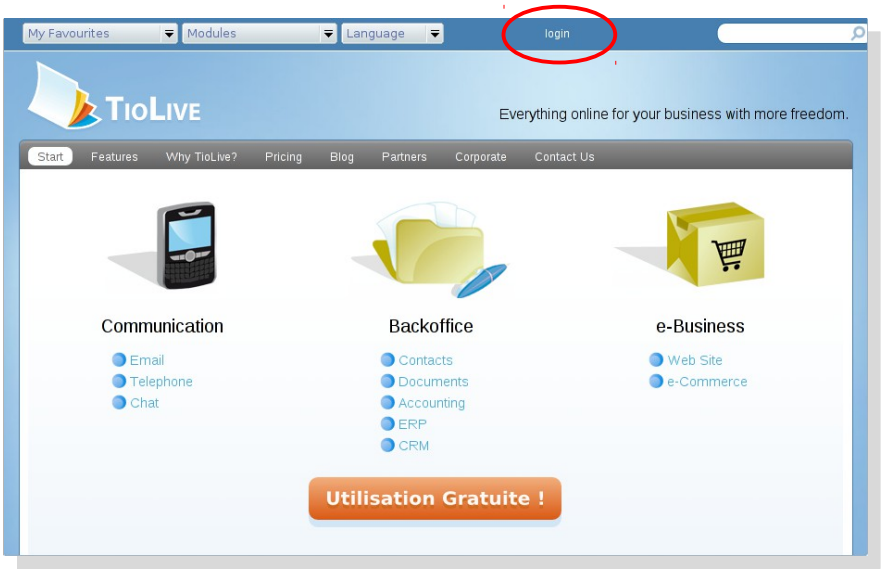
Go on TioLive Website



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The first step is to **reach the login page**. This can be easily done from TioLive website, www.tiolive.com. You just have to click on “login” which is at the top right of the homepage.

In order for you to use TioLive in the best conditions, we strongly recommend you to use a standard compliant web browser such as Firefox. Please notice that Internet Explorer doesn't support all of the Internet standards, therefore we don't guaranty TioLive behaviour when it is used from Internet Explorer.

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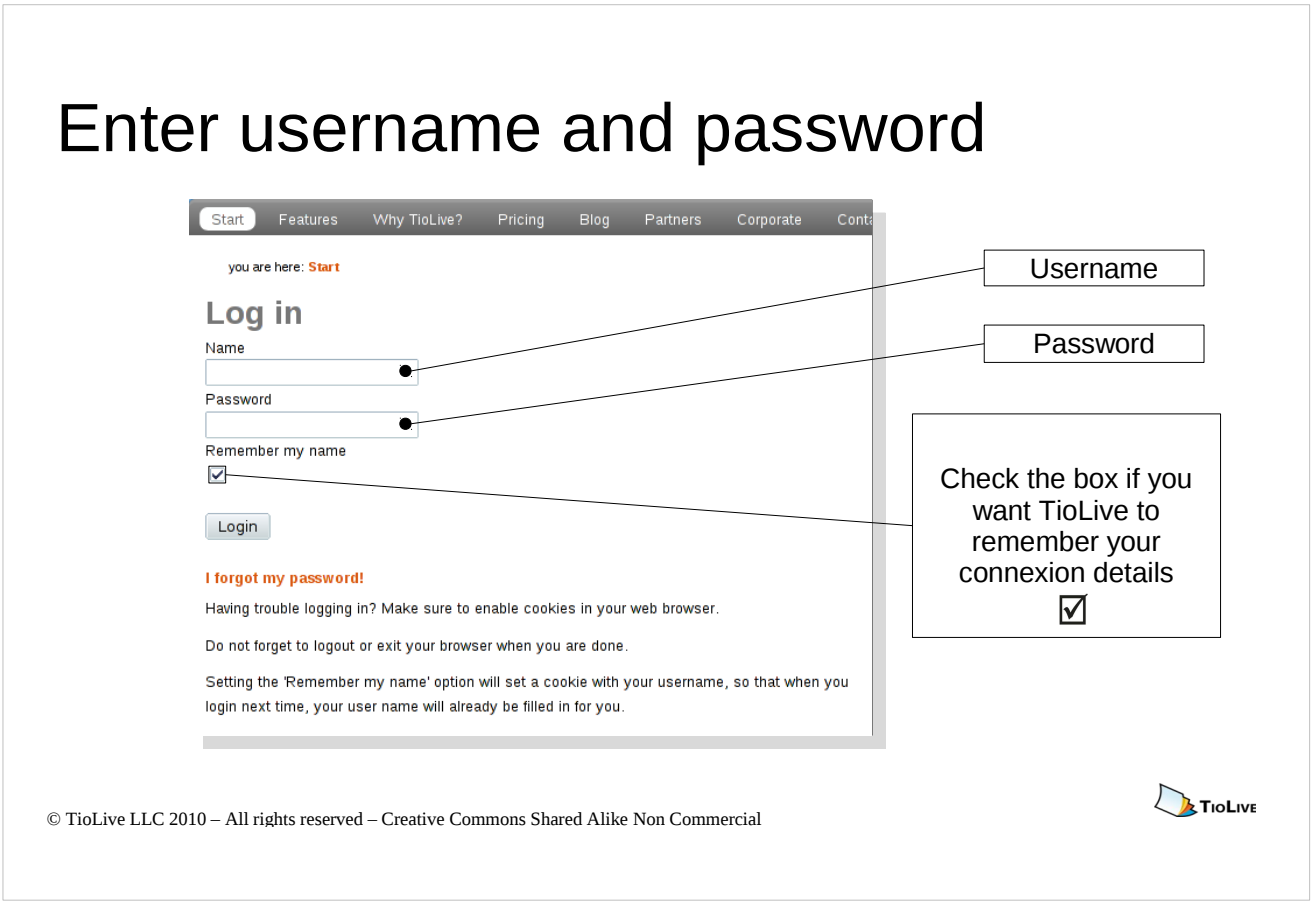

Once you have reached the login page, enter your **username** and the corresponding **password** in the appropriate fields. If you don't remember the username created for your instance, you can contact the support team. If you don't remember the password associated with each username, please refer to the third part of this tutorial.

If you check the box “Remember my name”, a cookie will be saved by your web browser so next time you come on this page, your username will be already written.

Once you entered appropriate informations, you can click on “**Login**”

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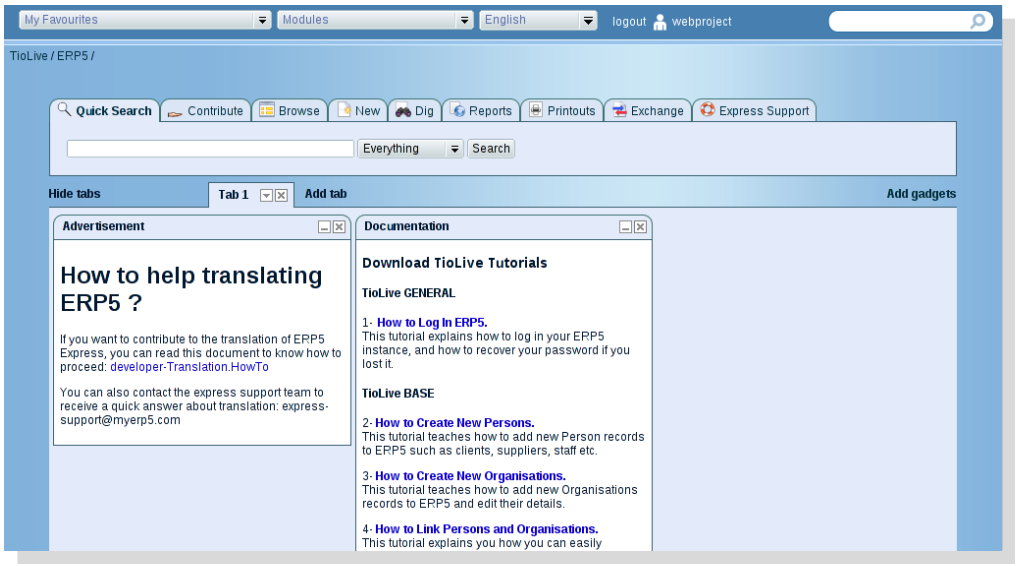
TioLive Home Page



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Once you clicked on “Login”, you will be redirected to TioLive Homepage.

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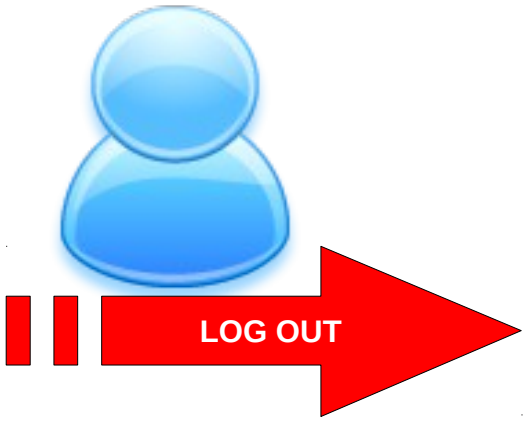
How to log out



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This step is really important, because how you might have read in the introduction section of this tutorial, it is quite dangerous to leave TioLive without logging out or at least close your web browser. The reason of it is really simple : anyone could browse the application from your computer with your session while you are away.

You will now learn **how to log out** from TioLive.

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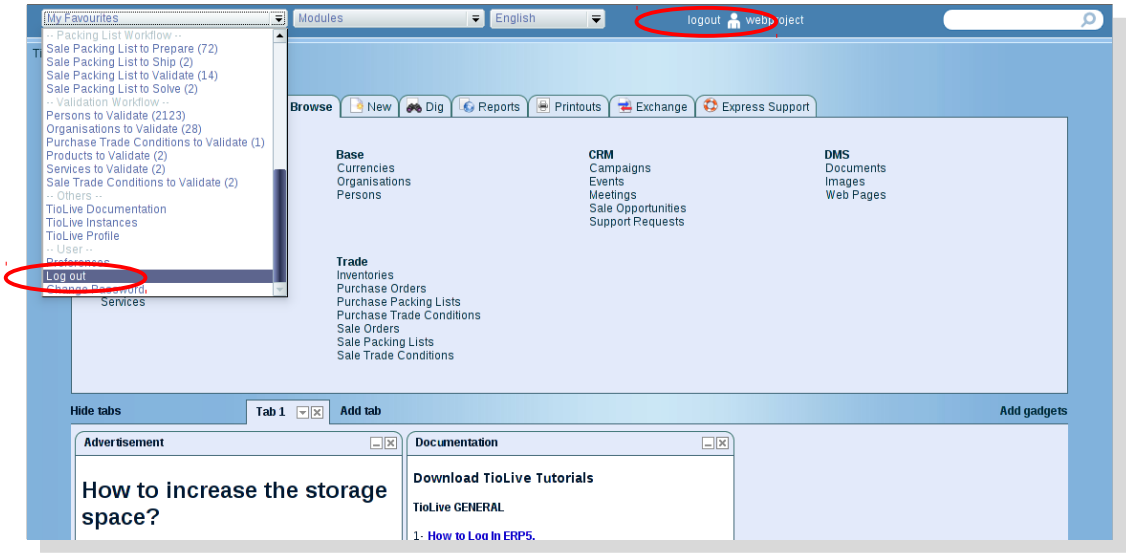
Click on “Log out”



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Whatever the page you are browsing in TioLive, you will have access to the “**My favourites**” menu on top of the page, as shown on the screenshot.

You also have in the top navigation bar of your TioLive instance a link which allow you to directly disconnect from TioLive.

Once you click on disconnect, you will be disconnected and directed to the connexion page of your instance.

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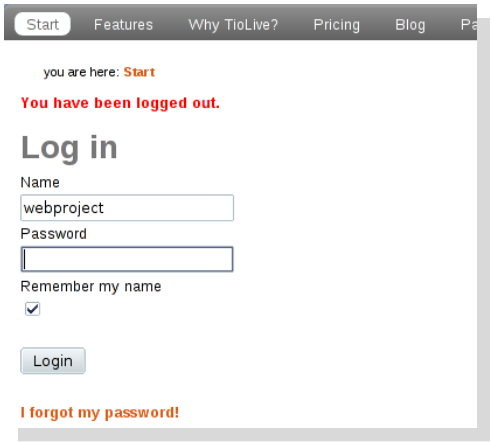
You have been disconnected



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Clicking the "**log out**" line from the "**My favourites**" menu will lead you back to log in page, but as you can see on the picture above, **the system warns you that you have been logged out**.

This basically means that you cannot access your TioLive instance from your computer until you have logged in again, following the first steps of this tutorial.

You can now close your navigator.

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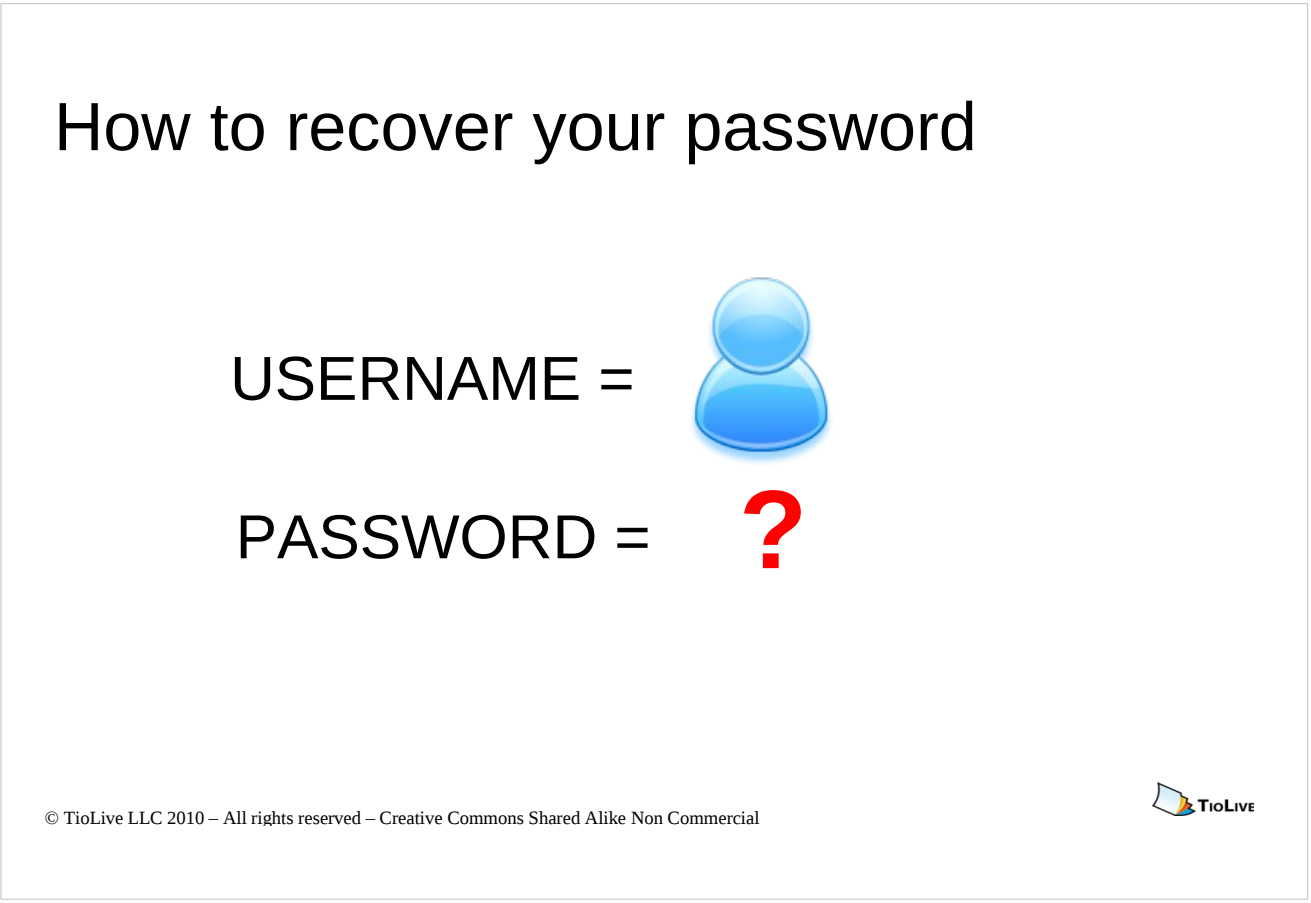

You might forget your password sometimes, but no problem, **TioLive can help you recover it**, only by clicking on a link.

To recover your password, please follow the explanations of next pages.

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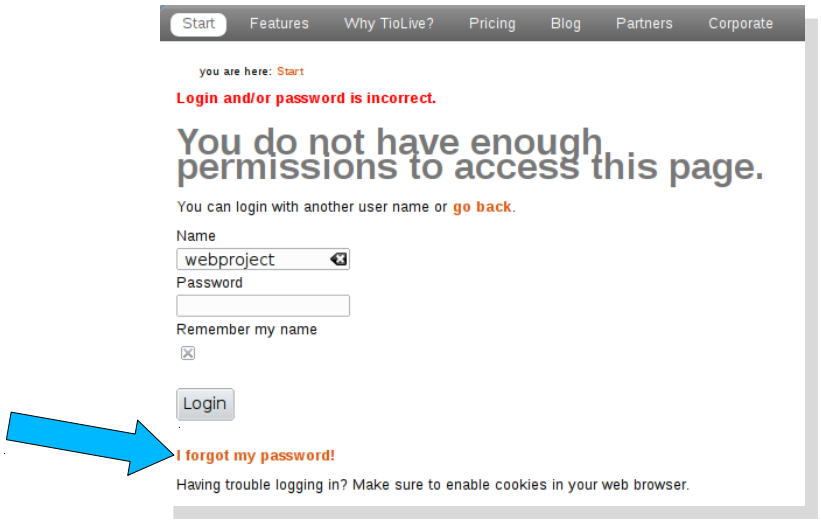
Wrong password



Password is case sensitive, check this first.

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If you try to enter a password which is not the good one, then TioLive will warn you that you have typed a **wrong password**.

Before recovering it, please make sure of the following things :

First of all, check that the username you entered is the good one. It sometimes happens that we make a confusion between different usernames we use on the net.

Second, check that you typed the password correctly, especially because TioLive passwords are case sensitive. Type your password slowly in order not to make mistakes.

If none of those solution don't work, you can click on “**I forgot my password**” and go on next step.

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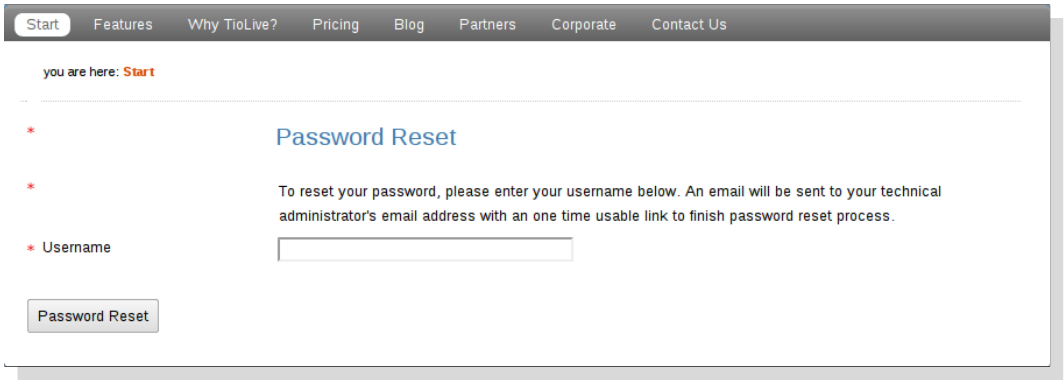
Enter your username



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In order to reset your password you will have to know what is your username. If you don't, you can ask to someone which can access to your Instance, it is available under the assignment tab of your person, and if nobody have access to it, you can ask to TioLive support (express-support@tiolive.com).

Once you know your username, you just have to **write it in the above field** then click on "**Password Reset**".

An email with a link to reset your password will be send to the email address associated with your account. If you haven't associate any email address, the email will be send to the email address used to subscribe to TioLive. You will then have to ask to the person who subscribe to TioLive to forward you the email.

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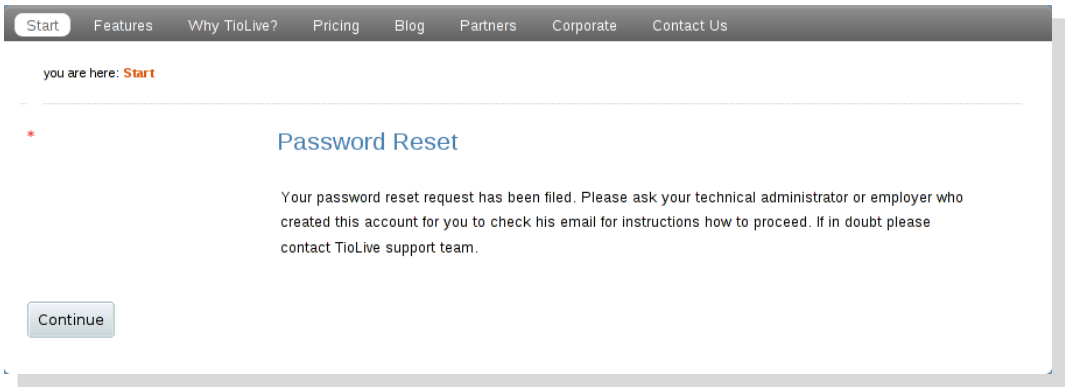
Open your mailbox



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Following the request for password reset, an email with a link is sent. Once you click on the link a new password is generated which you should learn. You can then log in to your TioLive instance and change your password.

The link is only usable once, so if you click on it and don't remember the new password, you will have to request again a new one.

If you have problem with password recovery, don't hesitate to contact the support as explained in www.tiolive.com/documentation/howto/howto-Contact.Support.

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