Genesys Pulse Deployment Guide

Logging In

12/17/2025

Logging In

The Genesys Pulse web-based interface runs on a web application server. It is loaded into your browser each time when you open the website where you installed Genesys Pulse. You then log in.

> **Important**
>
> Genesys Pulse supports the use of blank passwords only if Configuration Server is configured to allow blank passwords. Refer to the *Genesys Security Deployment Guide* for information about using blank passwords.

Procedure: Logging in to Genesys Pulse

Prerequisites

- Configuration Server is installed and running.

- An instance of a Genesys Pulse Application object is connected to Configuration Server and running.

- Your browser and its windows are set to a resolution of 1024x768 or greater. If you are working in 1024x768, maximize the browser.

- The user logging in must have Read permission to their own `User` object and `Read` and `Execute` permissions on the Genesys Pulse client application object (usually called `default`, controlled by the Genesys Pulse option **client_app_name** in the **[general]** section). Refer to the *Genesys Security Deployment Guide* for information about permissions. Genesys Pulse respects read-write permissions that are set for Environments and Tenants. You can only access those objects that you have permission to see.

> **Tip**
>
> - Genesys Pulse supports the two latest releases of Google Chrome, Apple Safari, Microsoft Edge, the latest release of Firefox ESR.

Steps

1. Start Genesys Pulse.

2. Open a web browser.

3. Enter the following URL in the address bar of the browser:
   http://<Host name>:<http_port>/<root_url>/
   where:

   - <Host name> is the name of the computer on which you installed Genesys Pulse.

   - <http_port> is the port number defined in the the pulse.properties file.

   - <root_url> is the URL defined in the the `pulse.properties` file.

4. Log in to Genesys Pulse with your assigned user name and password, and click **Log in**.

Important

Each instance of Genesys Pulse is associated with a single instance of Management Framework. Configuration Server and Port selection is not required during login, nor is it possible to select it.

Access to Genesys Pulse and its functionality is protected by user permissions and Role-Based Access Control. If you get a permissions error when you try to log in to Genesys Pulse or use any of its functionality, you probably do not have the appropriate permissions or role privileges. Refer to the *Genesys Security Deployment Guide* for more information about permissions and Role-Based Access Control, including how to set up appropriate permissions and role privileges.