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Genesys Administrator Extension Help

[Login and Password](#)

Login and Password

Your user's first name is displayed in the top Header Bar of the Genesys Administrator Extension window.

You might be configured to set a new password the first time that you log in, or after a system administrator has reset your password.

Procedure: Setting a New Password

Steps

1. If you are configured to change your password the first time that you log in, or after your system administrator has reset your password, the **Change Password** dialog box is displayed.
2. Enter a new password in the **New Password** field.
3. Enter the same password in the **Confirm Password** field.
4. Click **OK**.

Inactivity Timeout

For security purposes, GAX might be configured to lock the application if you have not used the keyboard or mouse for a specified period of time. If inactivity-timeout occurs, all user input is blocked until you provide your login information to unlock the application. This feature ensures that no unauthorized user can access an unattended terminal that is running GAX.

Important

GAX employs a keep-alive strategy to prevent your session from timing out; this feature ensures that GAX maintains your session even if the inactivity-timeout feature locks the application and requires you to log in.