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Genesys Intelligent Automation Help

[Logging In](#)

Logging In

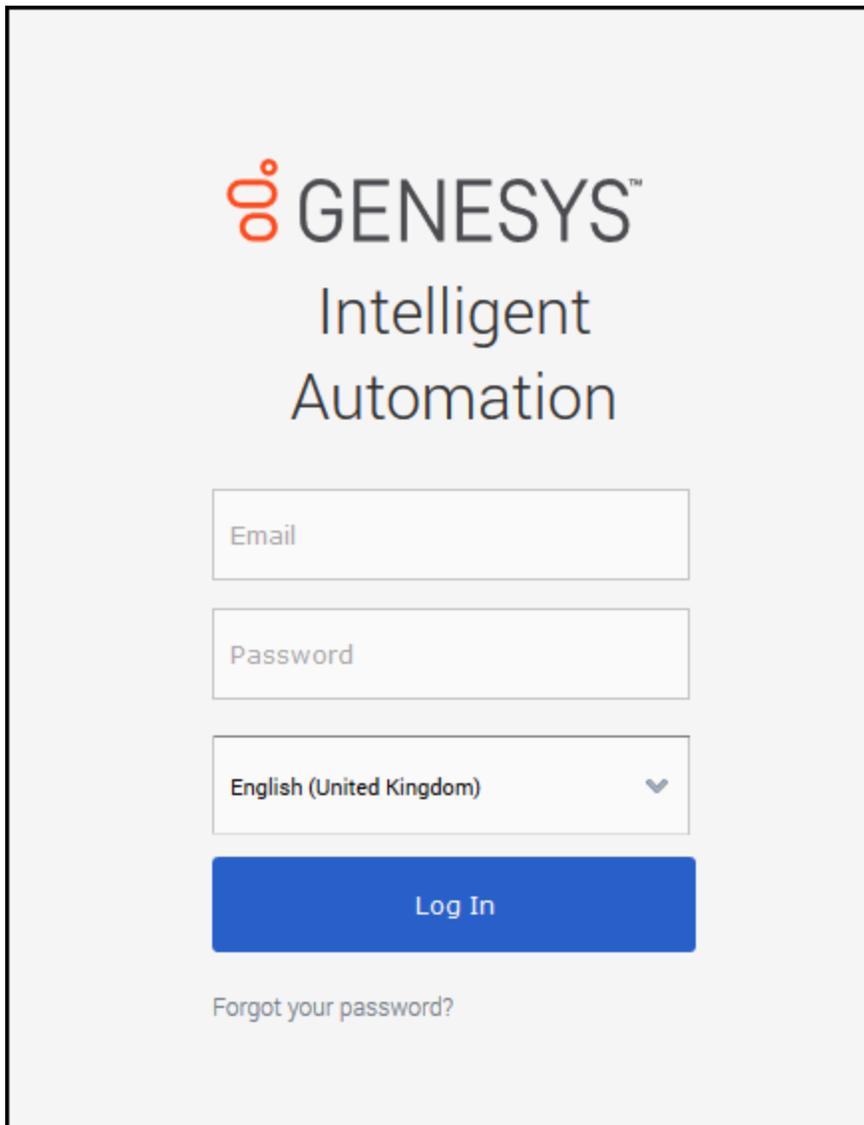
To log into Genesys Intelligent Automation, you must first be created in one of the following two databases by a user with the necessary permissions:

- The Intelligent Automation database
- The Configuration Database, using Genesys Administrator Extension.

Once you are created, you will be notified and given a password.

Log in

To log in, use the URL provided by your administrator to open the login window.



 GENESYS™
Intelligent
Automation

Email

Password

English (United Kingdom) ▼

Log In

[Forgot your password?](#)

Enter your email address and either your Intelligent Automation or Configuration Server credentials in the appropriate fields. If necessary, select the language in which you want to work from the drop-down list. Then click **Log In**.

What if my login doesn't work?

If your login is not successful, an error message is displayed at the top of the window. Re-try the login. Recheck your credentials and try again. If you can't log in after a few tries, you might want to contact your system administrator.

Warning

For security reasons, you might be limited to the number of retries before you are locked out, that is, you are unable to enter anything in the Login window. In this case, you must wait a while before you can start trying again. Genesys suggests that you use this time to recheck your credentials.

What if I forget my password?

If you forget your password, click **Forgot your password?** in the login window, and the system administrator will email you a link to reset your password. Just click the link in the email, and change your password as described below.

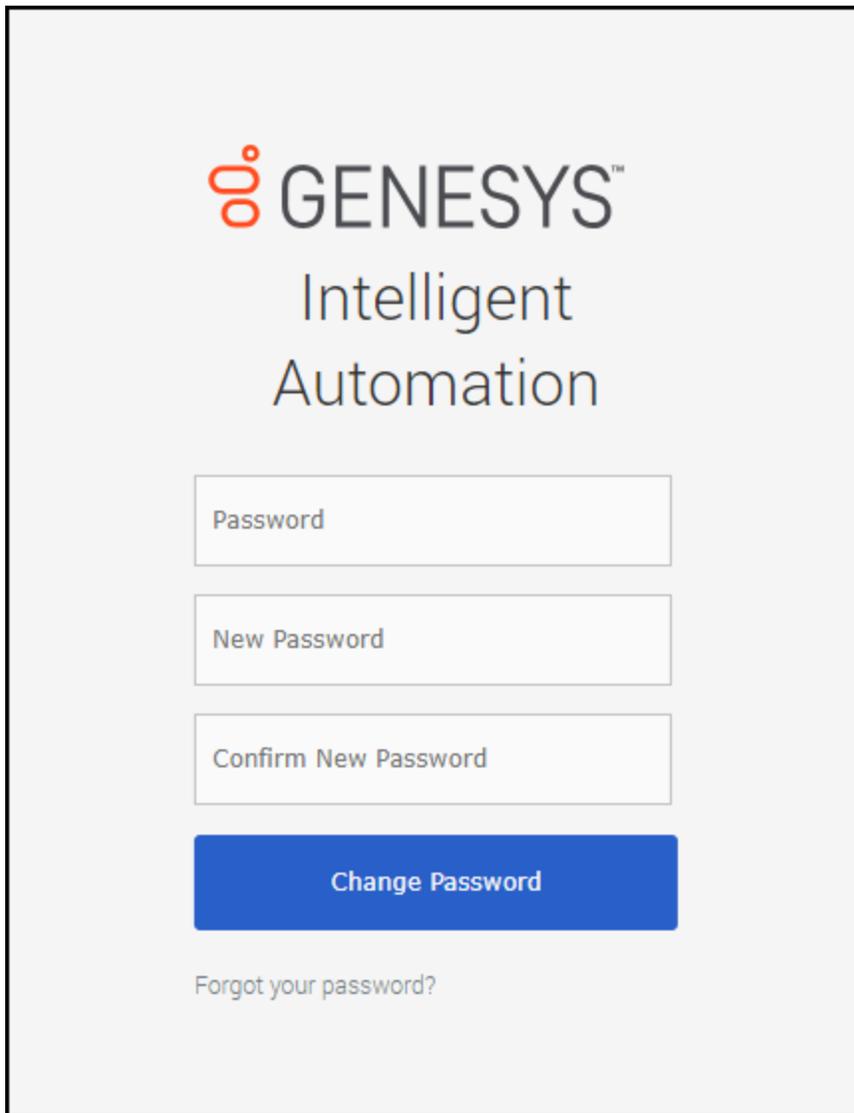
Tip

The email will be sent to the email address you use to log in. If you have multiple email accounts and cannot see the email from the system administrator, check that you are in the same email account as your login.

How do I change my password?

You can change your own password arbitrarily from the **My Account** item that appears in the drop-down menu when you right click your name in the top right-hand corner of the Intelligent Automation screen.

The system can also force you to change your password by displaying the following window when you click Login.



The screenshot shows a web interface for changing a password. At the top, the Genesys logo (an orange stylized 'G') is followed by the text 'GENESYS™ Intelligent Automation'. Below this, there are three input fields: 'Password', 'New Password', and 'Confirm New Password'. A blue button labeled 'Change Password' is positioned below the input fields. At the bottom of the form, there is a link that says 'Forgot your password?'.

Depending on your organization's policies, you might have to change your password in two situations:

- If you are a new user, you might have to change your password after your first login.
- As decided by your system administrator. For example, policy may state that passwords expire every three months. Or you might have forgotten your password and were emailed a link to reset it.

Create a new password following the rules sent to you by your administrator. In the window, enter your original password, then enter your new password. If the new password does not meet the criteria for a valid password, you will be presented with a warning and a list of the criteria. Change the new password to meet the criteria. After you have entered a valid password, the warning does not appear. Re-enter the new password and click **Log in**. You are now logged in.

Logging In

Log Out

To log out of Intelligent Automation, click your [account details](#) in the top right corner of the display, and click **Logout** in the drop-down menu.