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Genesys Engage cloud Supervisor's Guide

Logging in (v8)

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Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Supervisors](#).

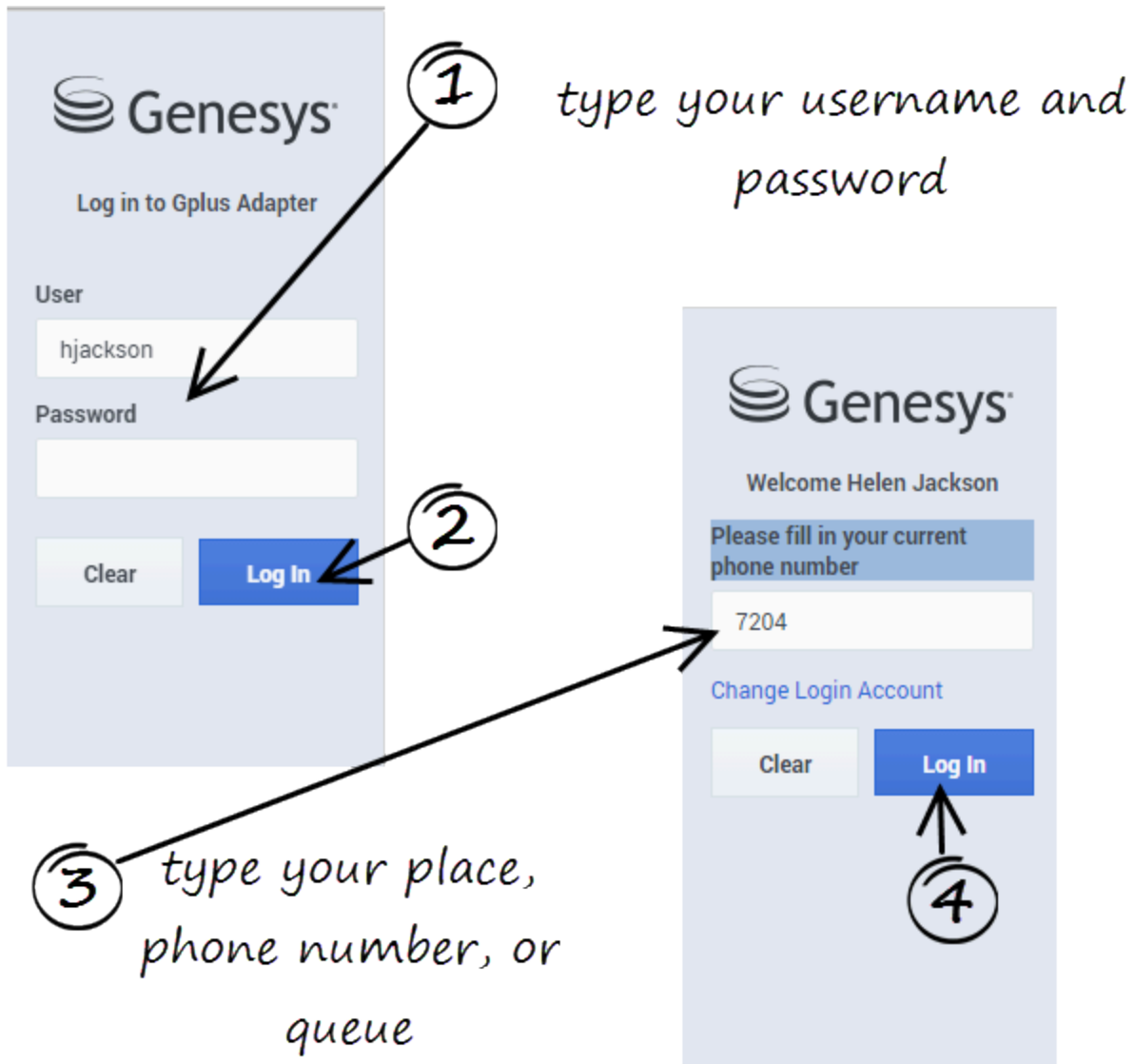
The adapter is either in the left pane or you can launch it by clicking **Phone** in the bottom right corner of the screen—it's one or the other, depending on how your administrators have configured the CRM. If your CRM is configured for single sign-on, you don't need to log in into your Gplus Adapter. When you launch the Adapter, you should have immediate access. If your CRM isn't configured for single sign-on, you are prompted to log in.

If your Adapter is located in the bottom right of the screen, you can also undock the Adapter by clicking the arrow at the top right of the Adapter. This opens the Adapter in a new browser window that you can resize and drag to a new location. If you want to redock the window, just click the arrow again and the window returns to the standard location.

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How do I log in to the Adapter?



If you are prompted to log in, enter your Genesys username (such as an email address) and password and click **Log In**. If you have logged in before, your username should already be entered for you.

Depending on how your administrator has configured the adapter, you might also see a secondary login page where you're prompted to enter the name of a place, a phone number, or enter a queue.

If you have logged into the Adapter before, the login page automatically inputs your last known

place. Most often, you can accept the last known place. If you have changed your place, phone number, or queue, you must update the field before you click **Log In**.

Changing your password

The screenshot shows the Genesys login interface. At the top left is the Genesys logo. Below it, the text reads: "Welcome hjackson", "Your password has expired.", and "Please enter a new one." There are two input fields: "New Password" and "Retype New Password". Below these fields is a blue button labeled "Change Password". Three hand-drawn arrows with circled numbers point to the form elements: arrow 1 points to the "New Password" field, arrow 2 points to the "Retype New Password" field, and arrow 3 points to the "Change Password" button.

If your password has expired, you are prompted to change your password.

If needed, contact your administrator for password rules.

Adapter main view



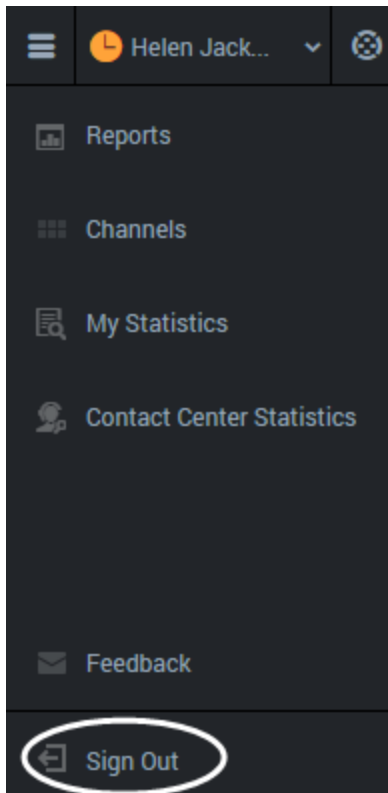
After you log in, the main view is displayed. From this view, you can **change your status**, **navigate among your channels**, and **make a call** by using Team Communicator or the **Dial Pad** tab.


When you first log in, notice that your agent status is set for you — for instance, it could be **Not Ready**. The default state is determined by your system administrator. If your status is not already set to ready, **change your status** to **Ready**.

Tip

After refreshing the page or after a call is completed, you must click anywhere within Salesforce or the adapter. If you don't, screen pops may fail to occur.

Logging out



To log off all channels and sign out of Gplus Adapter for Salesforce, click the menu button , and then select **Sign Out**. The adapter returns you to the login page, where you can enter your credentials again, if needed.

When you log out, all interactions are terminated and do not resume when you log back in again; therefore, ensure that your interactions are complete before logging out and closing your browser window.

Tip

You can't sign out if you have any active calls. If you try, the following error message is displayed. You must click **OK** before you can continue working with the adapter.

