

I am having log in problems

1 Incorrect user name and/or password

- Many users mix up the URLs for the production and training environments. These are two separate environments and you may have used a different username and/or password for these applications. Make sure you have written the correct address in the address field in the browser.

- System URLs:

Production: <https://v4.viedoc.net>

Training: <https://v4training.viedoc.net>

2 Is my account locked?

- If you have tried too many times to log in with an incorrect password your account will be locked. Use the "forgot your password" link on the log in page to reset your password.

3 I get "incorrect key" as message when I click the link in the invitation email

- The invitation email is only to be used the first time you create your account. All subsequent logins are done from the normal log in page.

4 I have asked for a new password via the forgot password link but I don't get any email

- To get a reset password email from Viedoc make sure you have entered the email address you used as user name when you created your account.