Accentra Primo Umbrella
GDPR Update May 2018 Release Notes v1.2

ACCENTRA
Enterprise Empowered

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1 LOGIN SECURITY ENHANCEMENTS

1.1 ACTIVATION EMAIL

Login emails with full access details of the portal along with username and password sent in plain text have been replaced with an activation URL.

When a new company is setup or a contractor login has been generated system will generate an email inviting the user to login to the portal and set their password and PIN for their account. For a contractor they'll have to input 2 of the 3 input fields provided to test against the information held on their record by the Umbrella company.

Dear Andrew

Please use the following link to activate your Primo umbrella account:

Activation URL : https://portal.primoumbrella.co.uk/CSS/LoginActivation.aspx?val=rgFTr83wlVOfdd%2FhFvoU9I7Ong0G1ALBgH2ulDPveq1pTKaT7WH8DfoZse9mYVHuM6olb1n10aJ%2B7Ytr9jYStnsq

If you are having trouble logging into your account, please contact our customer support.

We'd really like to get you up and running and using the site as soon as possible so please don't hesitate to contact us directly at info@accentra.co.uk

1.2   LOGIN SCREEN

On login to the portal users will now be challenged to input their username first, complete the CAPTCHA challenge which will be validated before proceeding to the next authentication step. In Step2 users will be asked to enter the password and PIN for that account which will be authenticated and user either denied or accepted.
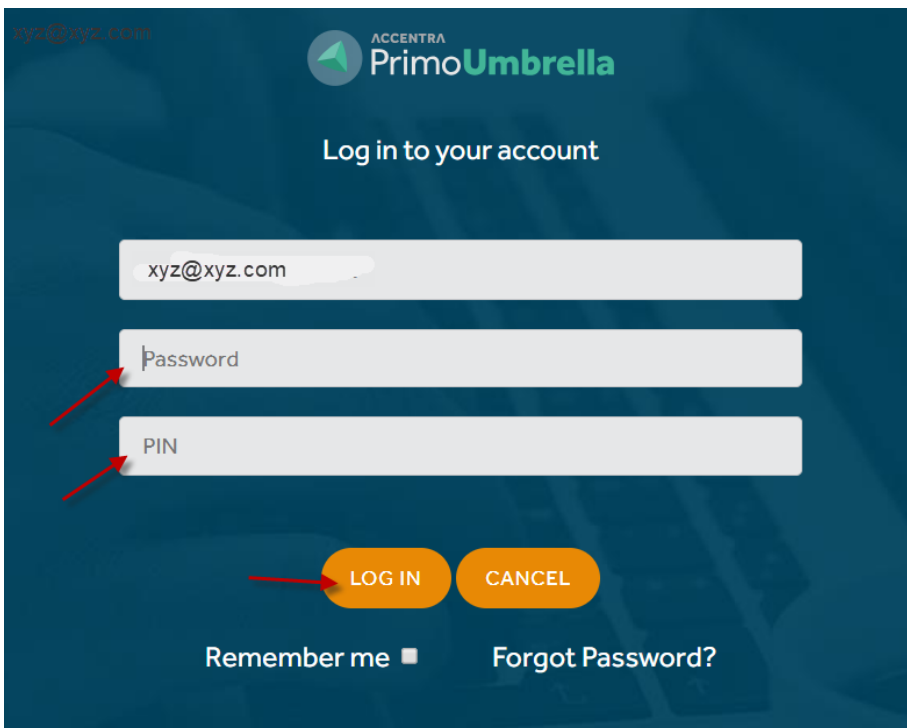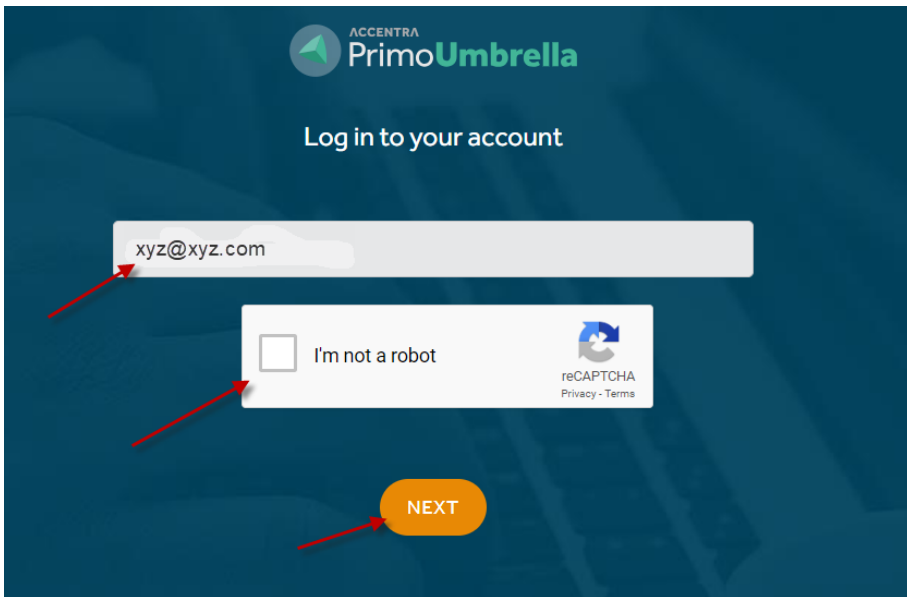
2 ACCOUNT LOCKOUT FACILITY

If the user attempts to use incorrect username, password and PIN when login is done system will warn the user of the incorrect login and the no. of attempts left for them to try before the account is locked. 5 tries are allowed before this can happen.
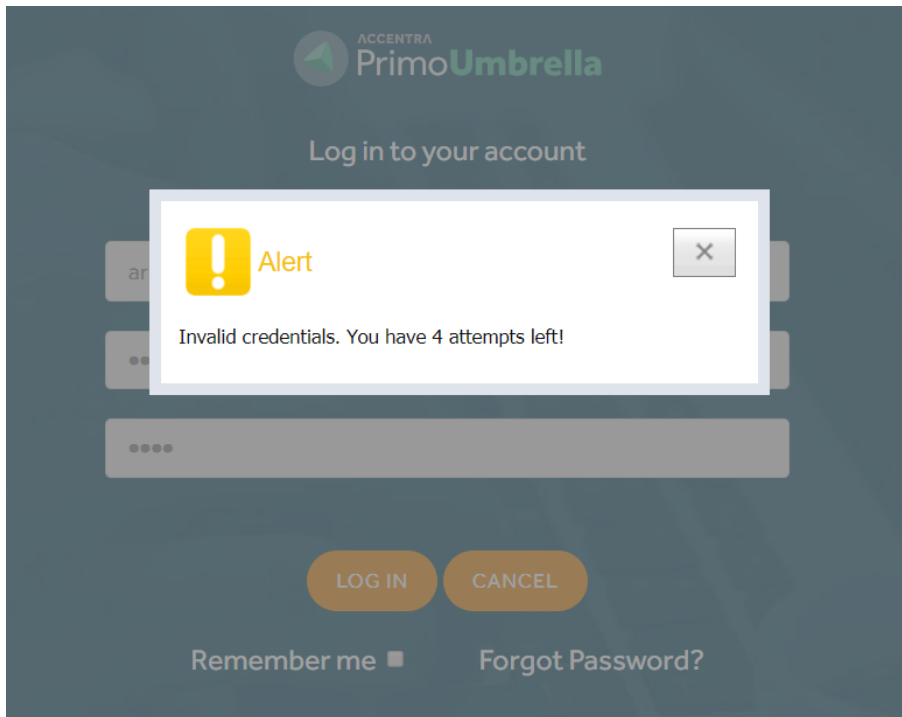
A user account that gets locked will remain in this state for 24hrs and the user will not be allowed to login during this period. If the user needs urgent access they can ask their administrator for unlocking.

3 FORGOT PASSWORD ENHANCEMENTS

Submitting a request for Forgot Password will trigger an email to the respective user that will have a link with an expiry of 24hrs time limit.

Users will have to click the link before the expiry time to reset their password in the portal by following the instructions from the email.

Failing to do this, the user has to go back to the Forgot Password section and resubmit to generate the email.

4 CHANGE PASSWORD ENHANCEMENTS

Users will be required to input their current password and PIN before new details can be provided. Once new password is accepted all active sessions of the user will be logged off.

5 USERNAME, PASSWORD & PIN COMPLEXITY ENHANCEMENTS

Users will be required to adhere to Accentra password security policy requirements which is indicated in a help text (This is applicable for new logins and any existing users changing passwords).

Minimum number of characters for Password field will be 8.

Minimum number of characters for PIN field will be 4.

6 SUPPORT

We welcome any suggestions for improvement of the software. Please email to the below mentioned email.

Please email support team : support@accentra.co.uk before you call. This will generate response ticket and allow our team to respond promptly. Always refer your Company ID and contact details in the email.

You can call for any support to
Accentra Technologies Limited
phone   : +44 (0)845 456 7181 (6 lines)
Fax   : +44 (0)845 456 4181