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# Registration v. 1.4.2

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## Troubleshooting Guide

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Address correspondence to:

[mdw.doc@morris.com](mailto:mdw.doc@morris.com)

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Author: Joy Smith  
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## Overview

Morris Digital Works' Registration product allows an online newspaper to track reader demographics by implementing our Registration templates into its web site. This rich template set also captures user preferences and integrates with other Customer Relationship Management (CRM) third-party applications, such as Exact Target, Tacoda, as well as other services, such as Email List, PSearch, and Headline Push.

MDW's vision for Registration includes making it the single entry point for capturing reader information while continuing to integrate other CRM modules, which will share this information. Version 1.4.2 has already integrated the modules listed in the above paragraph.

This guide is designed for the System Administrator, who utilizes the Administration tools provided by Registration to diagnose and address readers' problems.

### Registration 1.4 Features

Version 1.4 continues to add to MDW's approach of putting the Registration process more in the hands of the user. In other versions, the user could:

- Retrieve his username online, if he has forgotten it.
- Retrieve an online hint, if he has forgotten his password.
- Reset his password, if the hint doesn't help, and the new password is emailed to him.
- Edit his account to make additional changes.

Now the user can also activate/deactivate his account as desired.

Registration 1.4.1 and 1.4.2 further defined the Registration interface and the Administration tools. For specific feature information on each version, see *Registration 1.4.2 Release Notes*.

While these self-service features allow users more control, they can also be confusing for readers who are not computer savvy. Therefore, Administrators may be required to assist those users during their "learning curve" period. However, over time these features should decrease Administrator responsibilities.

## Email Validation

Registration now requires two steps for a user to remain active:

- 1) A reader registers by entering his personal information in a form and submitting it. He then can access the site, once he receives the "Signup Success" message.
- 2) At successful signup, he is also sent an email requiring that he validate his email address as correct by clicking on a link within a specified time period (72 hours is the default, but the time can be changed). If he follows instructions within the time limit and receives an "Email Validation Success" message, he remains an active user. If he does not, he is deactivated by the system after the time period expires. However, the user can click on the message at any time, and his account will be reactivated and validated.

This new key requirement for *active* accounts may be confusing to new users who can access the site over several days and then get denied access later because they have not validated their email address. They may then compound their problem by editing their accounts and expecting immediate entrance when they change their password, for example.

Confusion on reactivating a deactivated account may temporarily pose new challenges for the System Administrator. However, several scenarios are provided in this guide to coach Administrators on the appropriate responses to get readers back on track.

## Using Registration's Administrative Tools

MDW provides a Registration Administrative toolset to improve analysis of and response to readers' issues.

Currently, the **Registration Problem Report**, the **Registration Administration site**, and the **Problem Report Response** area allow you to trace a user's registration attempts, make appropriate updates, and provide guidance to enable the user to make his own updates.

### Registration Problem Report

When a reader confronts too many obstacles in registering, he can report the problem(s) he's having by submitting an online form, which becomes the **Registration Problem Report** in TaskTracker.

The information from this report can be used to determine crucial information about the state of the reader's machine and what attempts he made to register.

```

assigned_grp == Registration End User Support Queue
assigned_to == sdubas
authorization cookie value == 19/G2IDN3NSqz87K38nY1tvGktHJ1d/m3f/Gqjko9DG24jftRy1dLUqpueal
browser name == Microsoft Internet Explorer
browser version == 4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.1.4322)
contact == sdubas
cookies from javascript == RMID=0c0a11584141ac30;
mdwac=19/G2IDN3NSqz87K38nY1tvGktHJ1d/m3f/Gqjko9DG24jftRy1dLUqpueal; mdwid=Wed Feb 9
08:58:07 2005; reg_redirect=http%3A//theindependent.com/;
mdwsess=19/G2IDN3NSqz87K38nY1tvGktHJ1d/m3f/Gqjko9DG24jftRy1dLUqpueal; mdwuser=mberglund
had cookies == Yes
javascript enabled == yes
name == Martin Berglund
ok to contact == yes
operating system == Win32
owner == sdubas
priority == 3

```

• Figure 1. Top half of the Registration Problem Report

In Figure 1, highlighted portions of the top half of the **Registration Problem Report** indicate key items on the report to check for:

- **authorization cookie value** - A cookie value displayed on this line ensures that the user's browser is cookie-enabled.
- **cookies from javascript** - This line on the Problem report should display all cookies for the user's browser if javascript is enabled. The following are Registration system cookies:
  - MDWAC - This is a permanent cookie if the "Remember my login" check box is checked; it holds the user's authentication credentials for accessing site content. If he closes the browser without logging out, he can continue to view content when he opens the site again if he checked "Remember my login," however, he can't modify his account. When he closes his browser and "Remember my login" is not checked, it logs him out of the site completely, and he must login again.
  - MDWSESS - This is a session cookie that holds a user's authentication credentials for accessing his account information. A value here indicates that a user has successfully logged in during his current browser session.
  - MDWTD - This cookie displays the full date and time the user last attempted to login.
  - MDWUSER - This is the username of the last user to successfully log in with the user's browser and should match the *correct* username entered at Registration signup.
  - MDWPCT - This Permanent cookie test is set any time a user views a login dialog box. If a value displays for this cookie on the report, the browser accepts permanent cookies.
  - MDWSCT - This Session cookie test is set any time a user views a login dialog box. If a value displays for this cookie on the report, the browser accepts session cookies.

A missing Permanent cookie test downgrades the login to a Session test cookie. The user is informed his system does not accept permanent cookies and that he cannot successfully use the "Remember my login" check box. Absence of both cookies displays an error page informing the user he may have a problem with cookies. However, if the user thinks his browser is accepting cookies properly, he can choose a link on that page, which redirects him to the Registration Administration site.

Cookies are also displayed for third-party software.

- **had cookies** - Cookies must be enabled to allow the system to detect users' cookies and to issue Registration cookies. Yes confirms the browser is cookie-enabled.
- **javascript enabled** - JavaScript must also be enabled to allow the user to fill out the Signup form. He won't be able to do it at all unless he has JavaScript enabled. Yes confirms that the browser is JavaScript-enabled.

In Figure 2, highlighted portions of the bottom half of the **Registration Problem Report** indicates key items on the report to check for:

- **problem description** - This is the starting point to analyzing the user's situation. Unfortunately, users vary in the detail they actually provide.
- **screen height** - The combination of the screen height and width indicates how much Registration "real estate" a user may be viewing at one time. If the resolution is 600 x 800, he may not be able to fully view Registration signup, online help, FAQ, etc. without scrolling, and, therefore, may miss the fact that he has to register or other self-help tools.
- **screen width** - see above.
- **user email address** - This is the email address displayed on the report. It doesn't have to match the one entered at Registration; however, this may be an area to look at.
- **username** - This is the username displayed on the report. It should match the one entered at Registration.

Once you have viewed the **Registration Problem Report**, you can turn to the **Registration Administration** web site to determine more information and respond to the user's problem.



```
problem description == I have never received a validation email. Even when requesting one through the re-registration process i do not
receive a validation email. Please send one.

Thanks

recipient == forumadmin@theindependent.com

screen height == 1200

screen width == 1920

status == 1

tdata cookie value ==

tid cookie value ==

time of bug == Wed Feb 9 09:01:07 2005

title == Grand Island Independent Registration Bug Report

user agent == Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.1.4322)

user email address == mberglund@DLRgroup.com

user ip address == 12.10.17.88

username == mberglund

username cookie value == mberglund

10 = Forgot My UserName/Password
20 = Unable to login using valid username/password
30 = Always prompted to login
40 = No technical problem, I just dislike having to register
50 = Other
```

• Figure 2. Bottom half of Registration Problem Report.

## Registration Administration Web Site

The **Registration Administration** web site contains three areas, two of which help you to diagnose and administer user accounts. The **User Search** area allows you to find a user, review his account, and update it as needed. The **Member Services Box Samples** provides sample JavaScript messages that can be added to your web site. The **Problem Report Response** provides utilities to allowing Administrators to check the user's account, send him information, and at the same time update the problem in TaskTracker.

### User Search

To resolve user issues using **User Search**:

- 1) Click on the URL (provided by Technical Support) to get to the **Registration Administration** web site.
- 2) Select your newspaper web site.
- 3) Login with your username and password. The **User Search** entry page displays.

## Registration Administration

[User Search](#) | [Member Services Box Samples](#) | [Problem Report Response](#)

Username:

First:

Last:

Email Address:

Date Created After:

Date Created Before:

Originating Service:  ▼

• Figure 3. This is the entry page for User Search.

- 4) Enter one or as many fields as desired to locate the user.

**Note** The **Originating Service** field allows you to search for a user by the service he originally signed up for; however, it is rarely used.

- 5) Click on the Search button. The Search Results display in table format.

**Note** Clicking on the user's email address (See Figure 4) brings up a new message window that allows you to create a message and send it to the user.

- 6) Click on a username. The **User Details** page (Figure 5) displays.

## Registration Administration

[User Search](#) | [Member Services Box Samples](#) | [Problem Report Response](#)

Username:   
 First:   
 Last:   
 Email Address:   
 Date Created After:   
 Date Created Before:   
 Originating Service:

7 Users Found						
ID	User Name	Email	Email Status	First Name	Last Name	Date Created
1 1274083	<a href="#">ldjennin</a>	<a href="mailto:duane.jennings@morris.com">duane.jennings@morris.com</a>	ACTIVE	Duane	Jennings	1-jul-04
2 1748601	<a href="#">ldjbounce2</a>	<a href="mailto:afdioasdf3@agopiuawerlawejkrasdf.com">afdioasdf3@agopiuawerlawejkrasdf.com</a>	PENDING	Duane	Jennings	11-oct-04
3 1748579	<a href="#">ldjbounce</a>	<a href="mailto:afdioasdf@agopiuawerlawejkrasdf.com">afdioasdf@agopiuawerlawejkrasdf.com</a>	PENDING	Duane	Jennings	11-oct-04
4 1295072	<a href="#">ldjtest1</a>	<a href="mailto:ldjtest@duanejennings.com">ldjtest@duanejennings.com</a>	PENDING	Duane	Jennings	7-jul-04
5 1748651	<a href="#">ldjbounce4</a>	<a href="mailto:djjunk@softhome.net">djjunk@softhome.net</a>	PENDING	Duane	Jennings	11-oct-04
6 1653904	<a href="#">ldjtest3</a>	<a href="mailto:ldjennin@groupz.net">ldjennin@groupz.net</a>	PENDING	Duane	Jennings	28-sep-04
7 1748645	<a href="#">ldjbounce3</a>	<a href="mailto:lnandpea@groupz.net">lnandpea@groupz.net</a>	PENDING	Duane	Jennings	11-oct-04

- Figure 4. These are the search results from entering a user's last name only.

The **User Details** page allows you to review and update the user's account.

### Review User Account

When you arrived at the information concerning a specific user, you can determine:

- whether the account is active
- what kind of services the user opted in
- when was the last update
- when the user last logged in
- the number of logins.

## Reset User Password

To reset the user's password:

- 1) Click on the Reset Password button. A dialog box displays asking if you want to change this user's password.
- 2) Click on OK to change the password. The new password auto-generated by the system displays as a header line above the user information. See example below.

**Success:** Random Password xb6n48Gqm Generated and Mailed to User

**Caution** NEVER give out a user's password.

### Registration Administration

[User Search](#) | [Member Services Box Samples](#) | [Problem Report Response](#)

<p><b>Username:</b> ldjennin</p> <p><b>Password:</b> <input type="text" value="Reset Password"/></p> <p><b>First Name:</b> Duane</p> <p><b>Last Name:</b> Jennings</p> <p><b>Password Hint:</b> test</p> <p><b>E-Mail Address:</b> duane.jennings@morris.com (ACTIVE)</p> <p><b>Short Validation URL</b> <a href="#">Validate</a></p> <p><b>Long Validation URL</b> <a href="#">Validate</a></p> <p><b>Birthday:</b> Jan. 1, 1974</p> <p><b>Gender:</b> Male</p> <p><b>Subscriber:</b> YES</p> <p><b>Signup From:</b> MDW REG TEST Email opt in service.</p> <p><b>What are your hobbies?</b> Computers / Internet Travel Video Gaming</p> <p><b>What is your occupation?</b> Computers/Technology</p>	<p style="text-align: center; margin: 0;"><b>Addresses</b></p> <p style="text-align: center; margin: 0;"><b>Type:</b> ADDRESS</p> <p><b>Street 1:</b> 333 Cold Springs Ct.</p> <p><b>Street 2:</b></p> <p><b>Street 3:</b></p> <p><b>City:</b> Grovetown</p> <p><b>State:</b> GA</p> <p><b>ZIP:</b> 30813</p> <p><b>Country:</b> US</p>
--	---

Service Membership								
ID	User Service ID	Service Name	Status	Date Created	Date Updated	Updated By	Login Count	Last Login
8123	2013169	MDW REG TEST	ACTIVE	Jul. 1 2004	Jul. 1 2004	ldjennin		
8124	2013171	SERVICE A	ACTIVE	Jul. 1 2004	Sep. 28 2004	ldjennin		
8125	2013172	SERVICE B	ACTIVE	Jul. 1 2004	Sep. 28 2004	ldjennin		
8127	2013170	SERVICE C	ACTIVE	Jul. 1 2004	Jul. 1 2004	ldjennin		
8130	2013173	MDW REG TEST Email opt in service.	ACTIVE	Jul. 1 2004	Sep. 28 2004	ldjennin		

- Figure 5. This page provides the detail information the user entered at Registration as well as the status of the account and the user login activity.

## Validate Users

While it is not recommended that users be manually validated by the System Administrator on a regular basis, those users you are sure are legitimate subscribers, those that may have difficulty receiving validation emails, those that become so frustrated they want to end their subscription, etc. can be validated.

To validate these users, click on either the **Short Validation URL** or **Long Validation URL** link.

## Activate//Deactivate User Account

If a user account is *active* it can be deactivated at the user request, as well as vice versa.

To activate or deactivate a user account, click on the Activate/Deactivate button. When an Administrator activates/deactivates an account, a validation email is **not** sent to the user as it would if the user had activated/deactivated himself.

## Use Status Field to Troubleshoot the Account

Notice that in Figure 5 the **E-Mail Address** field displays an (ACTIVE) status at the end of the email address.

This field can be compared to the "Status" in the **Service Membership** table at the bottom of Figure 5 to determine more about the user's account. Obviously, if both statuses are ACTIVE, the user is a registered user in good standing; however, if the statuses are different the following conditions may apply:

Email Status	Service Membership Status	Registration State
ACTIVE	INACTIVE	User has requested deactivation.
PENDING	ACTIVE	User is within the trial period.
PENDING	INACTIVE	Trial period is over; user has not validated email address, and has been deactivated by the system.

## Problem Report Response

The **Problem Report Response** area allows you to view several trouble tickets and to respond to each one.

To find one or more tickets:

- 1) Click on the **Problem Report Response** link.
- 2) Select the type of problem tickets you are looking for (for example, **Open**, because the task is still open in TaskTracker).

**Note** To display tickets for more than one task type, hold down the Ctrl key and click on all desired types.

- 3) Click on the View Reports button, and the results display as shown below.

**Registration Administration**

[User Search](#) | [Member Services Box Samples](#) | [Problem Report Response](#)

### Problem Report Response

Current Open Problem Reports

Date	ID	Email	
Feature Request ▲			
In-Progress			
Open			
Pend-Close ▼			

View Reports

Number of tickets: **1**

02-10-2005	66709	chris.johnson@morris.com	<a href="#">Respond</a>
------------	-------	--------------------------	-------------------------

Respond to problem #

- Figure 6. This page displays the results of selecting the **Open** tickets to review.

The **Number of tickets** field indicates that there is only **1** ticket in the above query, and the ticket is listed below that field.

**Note** To respond to a specific problem, enter the TaskTracker number in the **Respond to problem #** field and click on the Respond button.

## Respond to Problem Report

For each problem ticket listed, a [Respond](#) hyperlink allows you to access the **Response** page. This page is divided into five sections:

- 1) Hyperlink top line - allows you to access TaskTracker at the number link, access a new message dialog to send the customer an email from the email link, and return to the customer **User Details** page by clicking on the username link.
- 2) Preformatted Email Response - where you can send a customer an email, change the status of the problem, as well as update TaskTracker.
- 3) Utilities - allow you to check the user password, whether he has an account, and send him his correct username.
- 4) Original Task Information - is a static area that lists the basic contents from the **Registration Problem Report** in alphabetical order.
- 5) Update Task Information - is a display-only area in a different color (blue) below the Original Task Information that shows the TaskTracker updates as they are made.

**Registration Administration**

[User Search](#) | [Member Services Box Samples](#) | [Problem Report Response](#)

### Problem Report Response

Respond to bug **66709** at email [chris.johnson@morris.com](mailto:chris.johnson@morris.com) which is for user [cj-morris-test-50](#)

<b>Email To:</b> <input type="text" value="chris.johnson@morris.com"/>	<b>Utilities</b>	<b>Original Task</b>
<b>Email From:</b> <input type="text" value="noreply@morris.com"/>	<b>Password Checker</b>	Status: Open
<b>Subject:</b> <input type="text" value="Your Difficulty on Morris.com"/>	<b>Username:</b> <input type="text" value="cj-morris-test-50"/>	Priority: Normal
<b>Response:</b> <input type="text" value="Your issue number is: 66709. Please include it in any emails you send to us about this issue."/>	<b>Password:</b> <input type="password"/>	account authorization cookie value
<b>Status:</b> <input type="text" value="Open"/>	<input type="button" value="Check Password"/>	assigned_grp
<input type="button" value="Respond"/> <input type="button" value="Reset"/>	<b>Account Checker</b>	assigned_to
	Use this to see if a user has an account.	authorization cookie value
	<b>Username:</b> <input type="text" value="cj-morris-test-50"/>	browser name
	<b>Email:</b> <input type="text"/>	browser version
	<input type="button" value="Check Account"/>	contact
	<b>Send Username to User</b>	cookies from javascript
	Use this to cause your system to send a username email to a user.	had cookies
	<b>Email:</b> <input type="text" value="chris.johnson@morris.co"/>	javascript enabled
	<b>Category:</b> <input type="text" value="REGISTRATION"/>	mdwpct cookie value (permanent test co
	<input type="button" value="Email Username"/>	mdwsct cookie value (session test cookie

- Figure 7. This page allows you to respond to user's problems and update TaskTracker as well.

## Send User Email Response and Update TaskTracker

Using the preformatted email response:

- 1) Correct or change any of the headings: *Email To*, *Email From*, *Subject*.
- 2) Add appropriate text in the *Response* box; edit the populated message if desired.
- 3) Change the status of the task if appropriate.
- 4) Click on the Respond button. The email is sent to the customer and an update is made in TaskTracker. The update also displays at the bottom of the screen.

**Note** To use the **Problem Report Response** tool to update tasks in TaskTracker, you must be assigned as a user in the "Registration End User Support Queue" group. This user is generally set up during installation of the Registration system. However, if you used your TaskTracker username for collecting problem reports, you'll need to contact Technical Support to have a problem report user set up in the "Queue" group and to reconfigure your Registration install.

## Check User's Password

Many times users get in a loop constantly trying to get a new password without being certain what their password is. This utility allows you to quickly determine if the current password is actually correct.

To check the user's password:

- 1) Verify the username already populated in that field is correct.
- 2) Enter the current password.
- 3) Click on the Check Password button. A separate window displays letting you know if the password is correct. If it's not, you can reset the user's password, and ask him to login again.
- 4) Close the window.



• Figure 8. This message window displays when the password is correct.

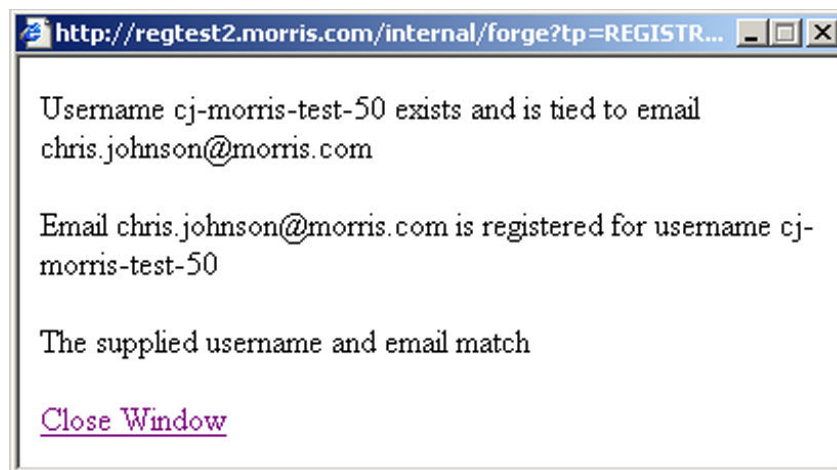


## Check Whether User Has Account

The utility not only lets you check whether the account exists but also if the username and email match. That information is key to determining user Registration problems, as you will see in the next chapter.

To check whether a user has an account:

- 1) Enter the email address that should correspond to the username.
- 2) Click on the Check Account button. A message window displays with the information of whether the account exists and whether the username and email match.
- 3) Close the window.



- Figure 9. This message window not only lets you know if the account exists, but what email it's attached to.

## Send Username to User

To send the correct username to its user, click on the Email Username button.

## Troubleshooting User Problems

Most users are willing to accommodate the Registration process if it's made easy for them. However, when they get frustrated, they are more apt to report a problem than to thoroughly use the self-service features provided.

Therefore, as a Registration Administrator, when a user reports a problem, it can sometimes be overwhelming to look at all of the information available and know what to do. Especially when the problem is as vague as "I can't login."

This chapter steps you through a standard approach to analyzing user problems, as well as presenting other known scenarios with appropriate responses.

### Standard Procedures

When presented with most user Registration problems, especially vague ones, do the following.

#### Registration Checklist

- 1)  **Check to see that the user actually has an account.**
  - a) If the username and email are known, use the **Account Checker** to determine if there is a valid account.
  - b) If only the username or email is known, use **User Search** to find account detail.
  - c) If that search is unsuccessful, check the first and last name in **User Search**.
  - d) If that search is unsuccessful, the user probably does *not* have an account, ask him to register.
  - e) If the user has an account, go to the next step.
- 2)  **Verify that the user entered the same information at login as he did when he registered.**
  - a) Verify that the username entered at login is the same one listed on the Problem Report. If not, use the utility **Send Username to User**.
  - b) Use the **Password Checker** (if the user provides his password in the **problem description**) to verify that the password entered at login is the same as the one that is associated with the username in the Checker. If not, reset the user's

password; you can also send a separate email giving him more information about his problem.

**Note** Resetting a user's password sends the new password to the user in an email. DO NOT give out the password displayed in the Registration Administration area through any other method.

- c) If the username and password are correct, proceed to the next step.
- 3)  **Verify the user's system is capable of Logging In/Registering/Receiving Validation Emails.**
- a) Check on the Problem Report to see whether the user has cookies and is JavaScript-enabled. If not, point the user to the area on your site that explains how to check for and enable cookies.
  - b) Check for other cookies besides the Registration cookies (in the **cookies from javascript** line on the report), for example, Tacoda (TID) and Real Media (RMID) cookies. If cookies are not found, follow step **a**. If they are found, go to the next step.
  - c) Ask the user if they have Cookie blockers, as well as some other accessory programs (Spam blockers) installed. These privacy products and Internet settings may interfere with the Registration process. In particular, the user's email system may be blocking the account confirmation email or placing it in a bulk email folder. If so, inform the user about such products and settings.
  - d) If the user is not blocking the Registration process, go to the next step.
- 4)  **Verify password/user entry methods.**
- a) If the user is still having a problem with logging in, reset his password. The Password dialog displays the new password.
  - b) Jot the password down and use the **Password Checker** to verify password/username combination.
  - c) Inform the user via email of your success and that the new password has been mailed to him.

**Reminder** Since passwords are *case sensitive*, remind the user that they must be entered in upper or lower case as originally created or as they exist in the system-generated passwords.

- d) If logging in is still unsuccessful, review other scenarios in this guide to see if any other problems may apply, and perform the suggested resolutions.
- e) If those resolution attempts are unsuccessful, elevate the problem to Technical Support. Include the troubleshooting steps you have already performed as well as the results of those steps.

## Example Scenarios

Use these examples to further analyze and diagnose your user problems.

### Scenario #1: User Has an Account but System Says “Username is Taken”

#### Resolution

Although some users will try to register with already-in-use usernames that need to be changed to register successfully, a user that already has an account may be *re*-registering by filling the Registration form again instead of logging in.

Once you have verified that the user has an account, send the user an email explaining that his username is valid, and that you have reset his password, and he can now successfully login with both.

### Scenario #2: User Did Not Receive a Validation Email

#### Resolution

This problem can be caused by a number of factors:

- A user may have registered with a different email address than the one he logs in on, and the validation period has expired.
- Spam blockers, other privacy software, or Internet settings may obstruct outside emails.
- A user's mail server could be down, or he could be over his mail size limit.

Compare the user's registered email address against the one in the problem report. If they don't match, the user will need to update his account with his correct email address and then click on the confirmation email he receives to finish activating his account. Using your discretion, you may decide to validate the user.

### Scenario #3: User Sent Several Passwords but Password Still Invalid on Login

#### Resolution

Since new passwords are sent in emails, a user may inadvertently delete the latest one or get the new password confused with an earlier email.

First verify the user's account with the **Account Checker**, and then reset his password again. Use the **Password Checker** to verify password/username combination and ensure login will be successful. Notify the user in a separate email of account status and to be on the lookout for new password.

**Reminder** Never give out any portion of a password.

## Scenario #4: Logged In User Updates Account and Gets Locked out of System

### Resolution

When a user is logged in, you should see a session cookie (MDWSESS) and possibly a permanent cookie (MDWAC) on the problem report. If the session cookie is missing but a permanent cookie exists, the user should have access to content but needs to login during this browser session to update his account information.

If the user updates his account (deliberately or inadvertently) and changes his password, his account profile no longer matches his original login information. Therefore, if he does not login with the new password, any attempt to then access the content may return a message of "Invalid Username/Password."

Use the **Account Checker** to verify account information, reset the password, notify the user of any discrepancies and the new password email, and ask him to close the browser and login again.

## Scenario #5: User Does Not Have an Account

### Resolution

Users may think they have accounts, but may not have filled out the Registration form to create one. They may be trying to use their email account information, their ISP account, or just any account they happen to have.. So, when they want to access specific areas of the site, the system does not let them login.

Also, not all areas of some sites are protected by Registration. Therefore, it's possible that the user may normally view unprotected sections and is not aware he *has* to register to access other areas. He may think he can just continue to click on links or search to get to the desired protected area.

Verify the user has an account, and, if not, ask him to register.

## Scenario #6: User Password Not Accepted

### Resolution

This is a catchall problem that could have many reasons; therefore, the easiest solution is to verify the user's account, change the password, attempt to login successfully, and notify the user of the successful login and to be on the lookout for the new password.

## Scenario #7: Username and Password Entered at Registration Not Accepted

### Resolution

The following limitations exist on the **Username** field:

- A space or most special characters cannot be used.
- Only the following special characters are valid: **period, \_(underscore) - (hyphen), or @.**

If a username violates these rules or is in use, it is not accepted. Also, although passwords are case sensitive, a space and special characters can be used for it. However, if the username is invalid, the username/password combination is not acceptable.

Check to see if the username is valid and does not exist for another account. Inform the user of any discrepancy and have him reregister.

#### Scenario #8: Alternate Username Entered is Not Accepted

##### Resolution

When a user attempts to register with a username that is already taken, an error message displays. However, the alternative username may also be taken, or the user may not fully complete the Registration process.

Verify the username is valid and that the user has an account; if not, he must reregister to get the "Successful Signup" message.

#### Scenario #9: User Already Registered in PSearch Can't Login into Site

##### Resolution

Some sites may have implemented Persistent Search (PSearch) prior to implementing Registration.

PSearch also required users to register for that service. As a result, those users login information is already stored in the Registration database, and these users should NOT REGISTER by filling out the Signup form because they already have full access to the site. Also, the system rejects duplicate information.

Therefore, if a user submits the Registration form with the same username or email address, he will receive an error, and may not be able to login into the site.

Ask the user if he has already registered for PSearch; if so, inform him that no registration signup is required and that he can login as he has in the past.

#### Scenario #10: No Link Provided in Validation Email

##### Resolution

Occurrences of this problem are rare, but it indicates an error in the Registration templates.

**Note** See the comments in the REGISTRATION EMAIL VALIDATION EMAIL template in Template Manager for instructions on how to include the validation link in the email sent to the user.

Report the problem to Technical Support and use your discretion in validating the user.