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Penelope: Troubleshooting login issues

This document provides step-by-step instructions on how to resolve login issues. If you are still experiencing login issue, please submit request for assistance via the Counsellor Hub Contact Us form.

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### Message: The user name and password do not match. Please try again.

When attempting to login, you receive message ‘The user name and password do not match. Please try again.’

Penelope credentials:

Username

Password

LOGIN

Reset account password

or use Single Sign On (SSO) credentials.

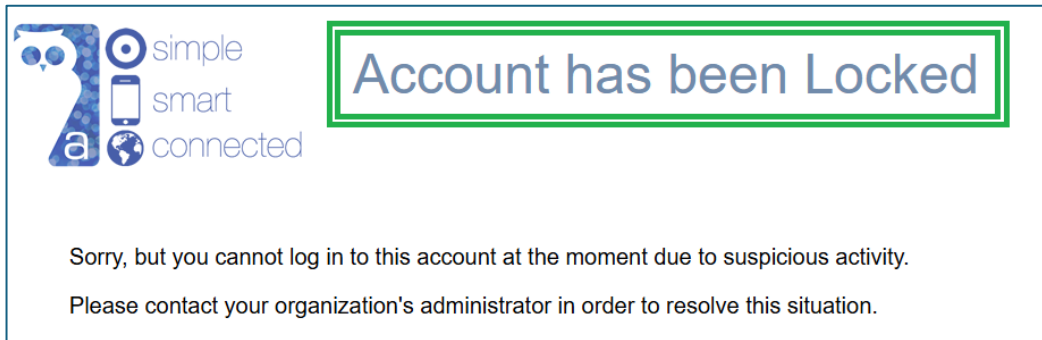
The user name and password do not match. Please try again.

**Username:** Your username is case sensitive i.e. letters in uppercase and lowercase. If you enter incorrect username or username case sensitivity is incorrect, you will not be able to login. Re-enter username in format you received from us.

**Password:** You can use the **Reset account password** option to update your password if unknow/incorrect.

### Message: Account has been Locked

When attempting to login, you receive message ‘Account has been Locked’.



Your Penelope account locks after 5 consecutive failed login attempts or if it has been over 40 days since your last login. Please submit request for assistance via the Counsellor Hub Contact Us form.

## Verification Code not received by email

When logging in or resetting your password, verification code requested but not received by email.

Penelope can only generate maximum of 3 verification codes per day. If this number is exceeded it will not be possible to reset your password. Please submit request for assistance via the Counsellor Hub Contact Us form.

Occasionally email providers (eg Hotmail, Gmail etc) will mark the message from Penelope as spam or junk. This prevents the email from appearing in your Inbox.

To resolve this, you can follow your email providers instructions on how to mark an email as not spam/junk. Alternatively, you can add the Penelope email address (no-reply@socialsolutions.com) to your contacts.

Here are example steps from common email providers:

### **AOL:**

#### **Method 1: Mark as Not Spam (from the Spam folder)**

Open: the Spam folder in your AOL Mail account.

Select the email you want to whitelist.

Click the Not Spam or Restore to Inbox button to move the message to your inbox.

AOL's spam filter will learn from this action, and future emails from this sender are more likely to go to your inbox.

#### **Method 2: Add to Contacts**

Open AOL Mail.

Go to your Contacts.

Add the sender's email address to your Contacts.

This helps ensure messages from the sender are not considered spam.

### **BT internet:**

#### **Steps to Add a Safe Sender**

Sign in to your BT Mail account on a desktop or laptop computer.  
Click on **Settings**.  
Select **Safe Senders** from the left-hand menu.  
Click the **Add** button.  
Enter the Penelope email address no-reply@socialsolutions.com.  
Click **Save**.

## **Gmail:**

### **Method 1: Mark an email as not spam (for a specific email)**

Open Gmail on your computer.  
In the left-hand menu, click **More**, then click **Spam**.  
Select the box next to the email you want to move from Spam.  
At the top of the page, click **Not spam**. The email will move to your inbox.

### **Method 2: Create a filter to never send to spam (for all future emails)**

Go to your Gmail settings.  
Click the gear icon (Settings) in the top-right corner and select **See all settings**.  
Select the **Filters** and **blocked addresses** tab.  
Click on **Create a new filter**.  
In the **From** field, enter the Penelope email address no-reply@socialsolutions.com  
Click **Create filter**.  
In the next pop-up window, check the box that says **Never send it to spam**.  
Click **Create filter** to save it.

### **Method 3: Add the sender to your contacts**

Open Gmail on your computer.  
Go to contacts.google.com.  
Select **Create contact**.  
Enter the Penelope email address no-reply@socialsolutions.com and other details, then **Save** the contact. Adding someone to your contacts signals to Gmail that you want to receive emails from them.

## **Live.com/Outlook.com**

### **Method 1: Add a Sender to Your Safe Senders List**

Log in to your Outlook.com account.  
Click the **Settings** gear icon in the top right corner.  
Select **Mail > Junk** email.  
Under the Safe senders and domains section, select **Add safe sender**.  
Enter the email address no-reply@socialsolutions.com or domain socialsolutions.com you want to add and select **OK**.  
Click **Save** to confirm your changes.

### **Method 2: Mark an Email as Not Spam**

Go to your **Junk Email** folder.  
Open an email from a sender you wish to add to your Safe Senders list.  
Click the **Not Spam** button at the top of the email or in the message toolbar.

This action will move the message to your Inbox and automatically add the sender to your Safe Senders list.