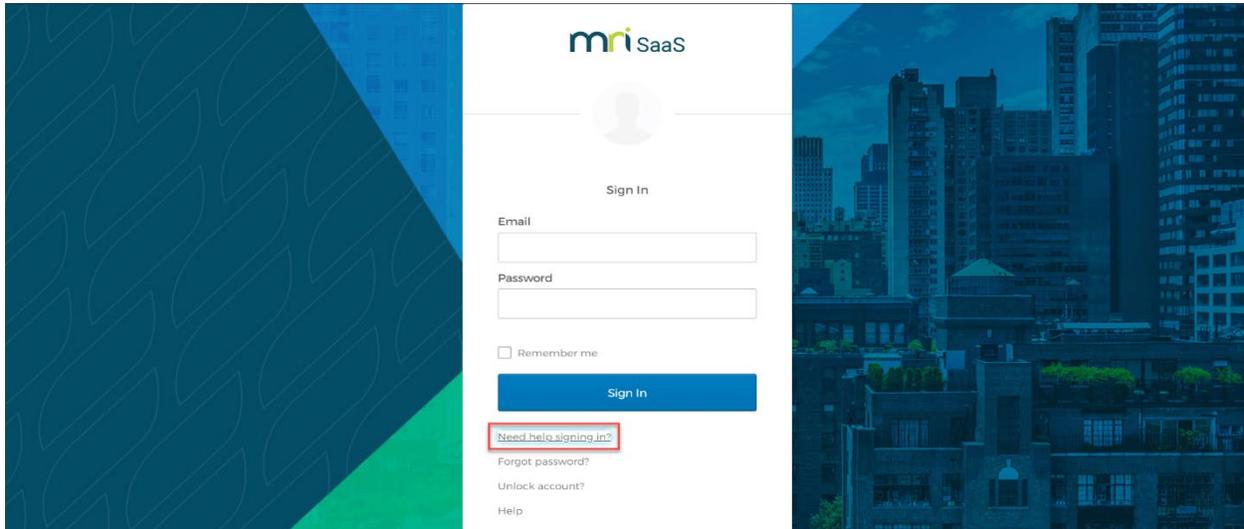


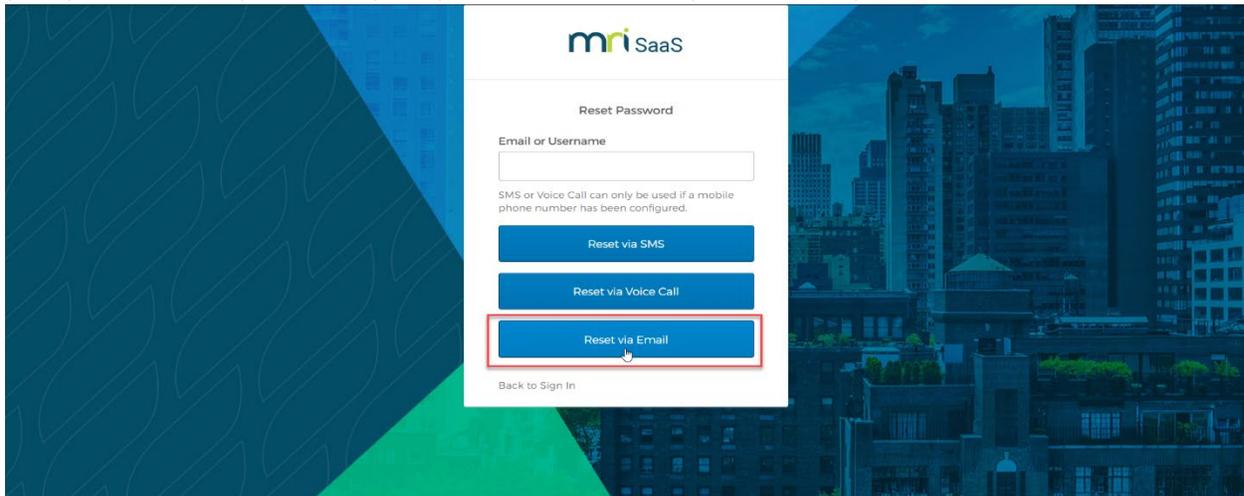
Callmax's log in process has improved. This new process is powered by Okta, which provides a more secure authentication process and a seamless experience across the MRI family of products. Okta only supports unique email addresses per Okta user. Please see below for instructions on how to reassign email addresses from one User ID to another.

Signing in through Okta

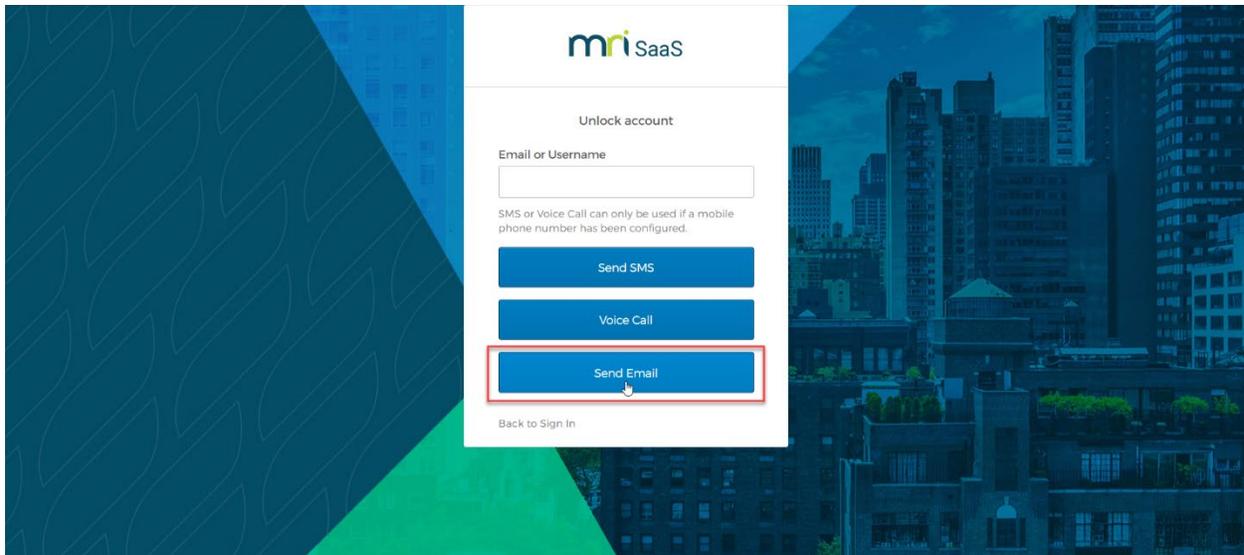
If you have already set up your Okta password and are having trouble logging in, you can use the "Need Help Signing In?" link on the Okta log-in screen:



If you have forgotten your password, select the "Forgot password?" link, then enter the email address used to register for Okta. Choosing the "Reset via Email" button will send an email with a link to reset your password and you will be prompted to create a new password for your Okta account.



If you are locked out of your account, select the "Unlock Account?" link, then enter the email address used to register for Okta and select "Send Email". Your account may be locked if you attempted to enter the incorrect password too many times in a short time period. Alternatively, your account will be automatically unlocked after one hour.



Using the Classic Login

If you have logged in using the Classic Login and entered a unique email address when prompted, but have not yet received an email saying your account has been registered for Okta, please continue to use the Classic Login. Once you receive the email with further instructions **you will no longer be able to use the Classic Login and will be redirected to log in via Okta every time you visit the Callmax website.**

Reassigning/Updating an Email Address

If an email address has been assigned to the incorrect user or needs to be updated, this can be done on the User Detail page of the Callmax website. Simply "Edit" then "Update" the Okta Email field for the user who the email is currently assigned to and replace it with another email address. Then the email address previously assigned to that user can be linked to another Callmax user.

User Detail

User Information

*Type	Manager	▼
Status	Active	▼
*First Name	Frank	
*Last Name	Lampard	
*User Name	FLampard	
*Access Code		
Last Logon	8/6/2020 1:34:00 PM	
Okta Email	Frank@Blues.com	Update Invite User