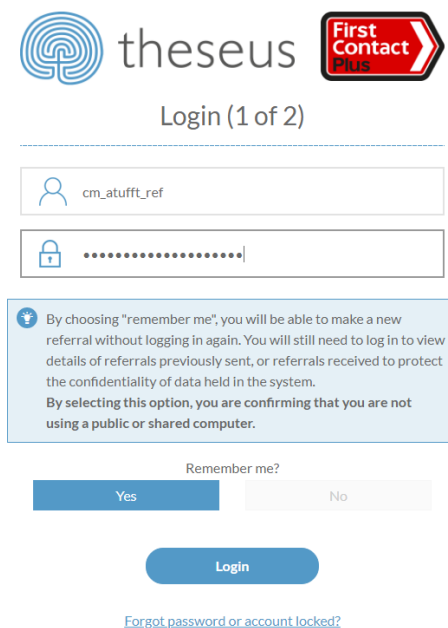
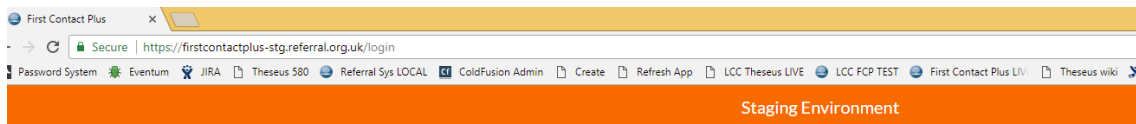


First Contact Plus - Relaxed Log-in Process

Below is a guide for logging in and creating a relaxed log-in. If you chose to set up a relaxed log-in it will mean you are able to make referrals without needing to enter your username, password or security questions. You will still need to log in fully (username, password & security questions) if you want to check the updates on any referrals you have made or if you are a referral receiving partner and you need to pick up referrals First Contact Plus has sent to you.

1. Login selecting 'Remember Me'

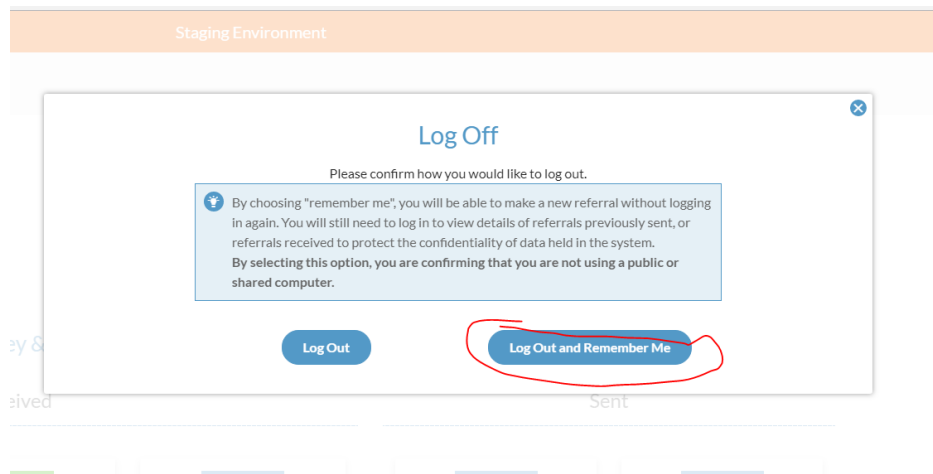
You will notice a change to the account log in screen with the addition of a "Remember me?" question at the bottom. To create a relaxed log in select YES and log in as usual with your username, password and security questions.



The screenshot shows the login page for 'thesesus First Contact Plus'. The page title is 'Login (1 of 2)'. There are two input fields: the first contains the username 'cm_atufft_ref' and the second contains a masked password. Below the password field is a blue information box with a warning icon. The text in the box reads: 'By choosing "remember me", you will be able to make a new referral without logging in again. You will still need to log in to view details of referrals previously sent, or referrals received to protect the confidentiality of data held in the system. By selecting this option, you are confirming that you are not using a public or shared computer.' Below the information box are two radio buttons for 'Remember me?': 'Yes' (selected) and 'No'. At the bottom is a blue 'Login' button and a link for 'Forgot password or account locked?'.

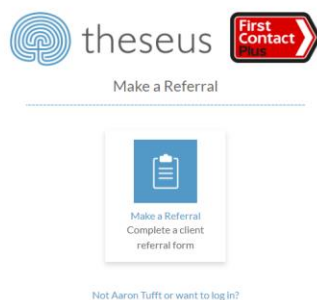
2. Logging Out

When you are logging out go to the menu and select 'Log Off' and then 'Log Out and Remember Me'



3. Relaxed Log-in created

The following screen will now be presented when you visit the account log-in page.



Clicking 'Make a referral' will take you to the make referral page

Clicking 'Not [username] or want to login' will take away the 'Make referral only' option and take you back to the login screen. This will allow you to log-in as normal and access all areas of your account.

****Please note:** The relaxed login will remember your credentials for 3 months. When it expires it will load the normal account log-in page. Log in as normal using your username, password and security questions. At this point the system will ask you to reset your password. Once you have done this you can follow the above process again with your new password to go back to a relaxed log in set up.

4. To add the Relaxed Log-in icon to your Desktop please follow this guidance:

If using Chrome

Select the 3 dots in the top right hand corner

Click on More tools

Select create shortcut

If using Internet Explorer

Select File

Click on Send

Select shortcut to Desktop