

## Login Process and Password Reset



R2.1 - 08 Jul 2011

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## Logging In



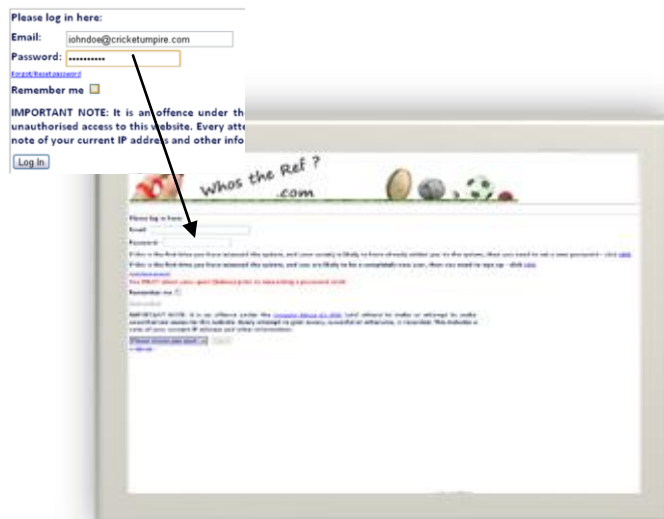
1 – The first step is to visit [www.whostheref.com](http://www.whostheref.com) either by searching for this in your standard search engine or by typing the website name in to the address bar that will be situated at the top of your web browser (i.e. Internet Explorer, Firefox, Chrome etc).



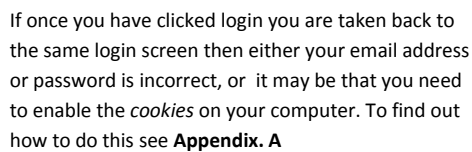
2- The next step is to click the **login** button situated in the top right hand corner of the screen (This button is available which ever page you are on within the public site) (If it is your first time logging in then you will be required to change your password- continue through the **'Changing your password'** process now to find out how to do this. However if you have simply forgotten your password you may either request a new password from the **'Changing your password'** section or request a reminder **if you set one initially** from **'Requesting a password reminder'** section)



3- You may now enter your email address and your password and click **login**. **Note: If you wish for your computer to remember your login details tick the 'Remember me' box highlighted.** This will then show a warning message to alert you that for security reasons this feature should only be used on a personal computer. **NOT A PUBLICLY ACCESSED COMPUTER SUCH AS IN A LIBRARY!**



The screenshot shows the 'Whos the Ref? .com' website. At the top, there is a header with a cartoon character and the text 'Whos the Ref? .com'. Below the header, there is a section titled 'Please log in here:' with a text input field for 'Email' and a 'Log In' button. Below this, there is a section titled 'Remember me?' with a checkbox and a 'Remember me' button. Below that, there is a section titled 'Please select your game:' with a dropdown menu. An arrow points from the 'Please select your game:' label to the dropdown menu. The dropdown menu is open, showing a list of games: 'Rugby - ENG/CAN/NED', 'Rugby - ENG/CAN/NED', 'Rugby - SCO', and 'HockeyF'. To the right of the dropdown menu, there is a 'Log In' button.



Password: 

[illegible][illegible]

## Changing/resetting your Password:

1- If this is the first time you have attempted to log in, or you have simply forgotten your password, then the first thing that you will be required to do is to reset your password. To do this click on the link:

[Forgot/Reset password](#)

(Note – if you have been on the system before, then instead of changing the password you may be able to request a reminder)

Email:

Password:

[Forgot/Reset password](#)

☐ Remember me

[Click here if you have forgotten your password](#)

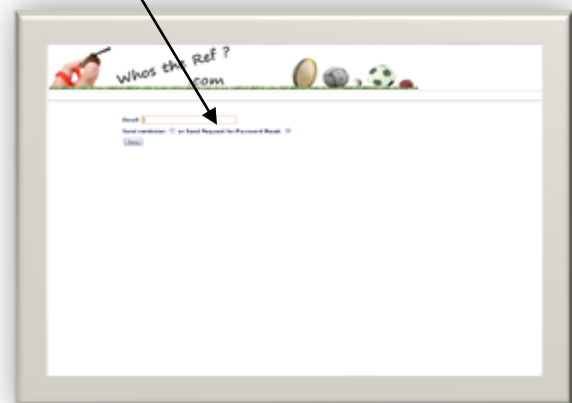
IMPORTANT NOTE: If you are a new user, you must first create an account before you can log in.



2- You will then be asked to provide your email address **Important: This email address must be the same address as the one used to set up your account.** Make sure the *reset* button is ticked and **NOT** *send reminder*. Once this is done click the **Send** button. You will then receive an email with relevant details on the next stages. Click [Continue](#) as shown and open your email program.

Email:

Send reminder: ☐ or Reset: ☒



If you do not receive your email then you should check your *spam* mail folder as the message may have been placed in this mail folder by your computer.

Instructions to reset your password have been emailed to you. [Continue](#).

### 3- Once you have

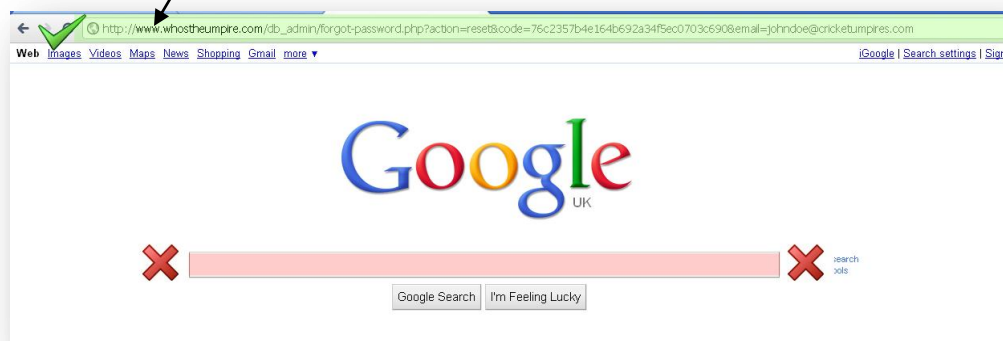
received your email you must now click the link as instructed. This should take you through to the relevant page however if it does not work then you must do the following:

-Highlight the link; 'right click' the highlighted area and select copy to copy it, (starting from [http://](http://www.whostheumpire.com/db_admin/forgot-password.php?action=reset&code=76c2357b4e164b692a34f5ec0783c6908email=johndoe@cricketumpire.com) to the end of your email address)

- Paste the website address into the address bar at the top of the page by 'right clicking' in the address bar and selecting 'paste' (do **NOT** paste into any search engine bar). As shown below:

From: DO NOT REPLY <[no-reply@whostheumpire.com](mailto:no-reply@whostheumpire.com)> Click the link below to reset your password:  
[http://www.whostheumpire.com/db\\_admin/forgot-password.php?action=reset&code=76c2357b4e164b692a34f5ec0783c6908email=johndoe@cricketumpire.com](http://www.whostheumpire.com/db_admin/forgot-password.php?action=reset&code=76c2357b4e164b692a34f5ec0783c6908email=johndoe@cricketumpire.com)  
(You may need to copy/paste the whole address - upto and including your email address - into your web browser. IMPORTANT: Paste the link into your Address Bar i.e. the bit that starts with http: and NOT into Google)

From: DO NOT REPLY <[no-reply@whostheumpire.com](mailto:no-reply@whostheumpire.com)> Click the link below to reset your password:  
[http://www.whostheumpire.com/db\\_admin/forgot-password.php?action=reset&code=76c2357b4e164b692a34f5ec0783c6908email=johndoe@cricketumpire.com](http://www.whostheumpire.com/db_admin/forgot-password.php?action=reset&code=76c2357b4e164b692a34f5ec0783c6908email=johndoe@cricketumpire.com)  
(You may need to copy/paste the whole address - upto and including your email address - into your web browser. IMPORTANT: Paste the link into your Address Bar i.e. the bit that starts with http: and NOT into Google)



4- Once you have accessed this page (either by using the link in the email or copying the link into address bar) you can then set your new password and also set a reminder for this password in case you were to forget the password you choose. For Example: Password: Goldy92  
Password reminder: name of first pet

If your password has been successful then you will be shown this message:

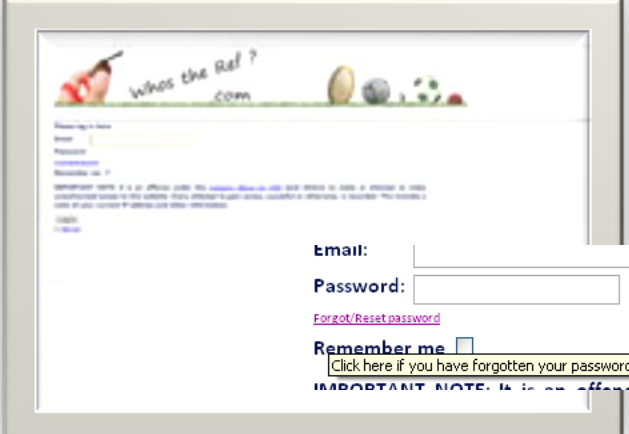
Your password has been reset. [Continue](#).

You must click [Continue](#) to progress.

## Requesting a password reminder:

**Note:** This function is only available if you set a reminder when you first set up your online details.

If you have forgotten your password then you must click the [Forgot/Reset password](#) link on the main login page.



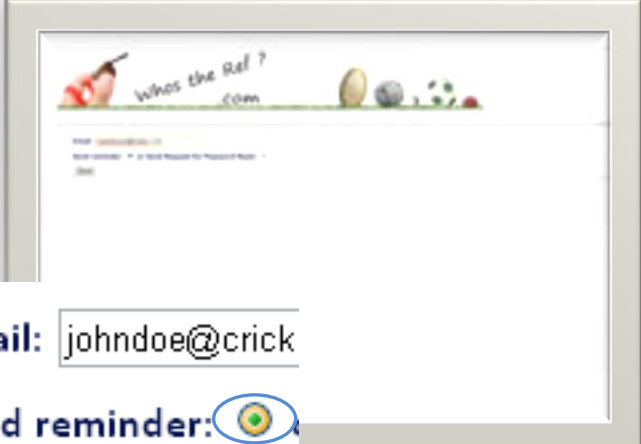
The screenshot shows the 'Whos the Ref? .com' login page. A white form overlay is positioned on the right side of the page. The form contains the following elements: an 'Email:' label followed by a text input field; a 'Password:' label followed by a text input field; a [Forgot/Reset password](#) link in blue text; a 'Remember me' checkbox; and a button labeled 'Click here if you have forgotten your password'. Below the button, the text 'IMPORTANT NOTE: It is an offence' is partially visible.

You must then enter your email address into the box and ensure that the Send reminder option is selected and **NOT** reset password option.

**Important:** This email address must be the same address as the one used to set up your account.

You must then click the **send** button. You will now receive an email with your password reminder.

**NOTE:** You will never be sent your actual password for security reasons.



The screenshot shows the 'Whos the Ref? .com' password reminder form. It features an 'Email:' label followed by a text input field containing 'johndoe@crick'. Below this is a 'Send reminder:' label followed by a radio button that is selected. A 'Send' button is located at the bottom of the form.



If you do not receive your email then you should check your *spam* mail box as the message may have been placed in this mail box by your computer.

## Signing Up:

If you are unlikely to be on any of the societies or organizations databases already and wish to join then you must **Sign Up** by completing the following steps:

1 – The first step is to visit [www.whostheref.com](http://www.whostheref.com) either by searching for this in your standard search engine or by typing the website in to the address bar that will be situated at the top of your web browser.



2- The next step is to click the **login** button situated in the top right hand corner of the screen (This button is available which ever page you are on within the public site)



Click to log into the WhosTheUmpire online appointments management database



3- Once you have clicked login you will be taken to a screen where under the 'Log in' button there is the option to **sign up**. Click this link.



Click to apply to join an organisation





4- You will then be shown a screen that you will be required to fill in. Once you have done so click the 'Submit' button

**Note: If you fill in these details but are found to be already on our database then you will be displayed the message "Your society's membership secretary will be notified and is likely to contact you shortly."**

Thank you for this information but it seems we already have your email address on file, so you do not need to sign up. Please click [HERE](#) to proceed to the password reset screen.

Organisation: Please choose....  
Email: Please choose....  
Title: Please choose....  
First name: Please choose....  
Surname: Please choose....  
Address 1: Please choose....  
Address 2: Please choose....

with a number of fields

A screenshot of a web form titled 'Whos the Ref? .com'. The form contains several dropdown menus for selection and text input fields. A blue circle highlights the 'Submit' button at the bottom right of the form.

5- You will then be shown a screen which will ask you to confirm the details that you have given and enter a randomly generated code before you click the submit button. This code helps prevent any spam emails.

A screenshot of a confirmation screen titled 'Whos the Ref? .com'. It displays a randomly generated code '2zjh' in a black box. A blue circle highlights the 'Submit' button at the bottom right.

6- You will now have completed your Sign Up process and will be shown a message stating:

Thank you, your details have been submitted and someone will be in touch with you soon.

## Appendix. A. Enabling Cookies

How to enable cookies on your computer:

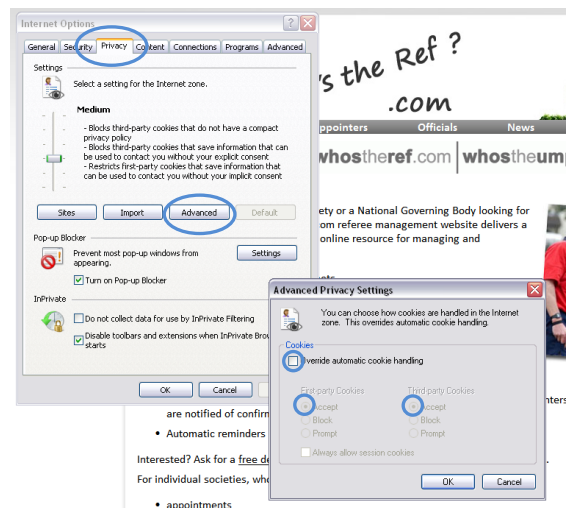
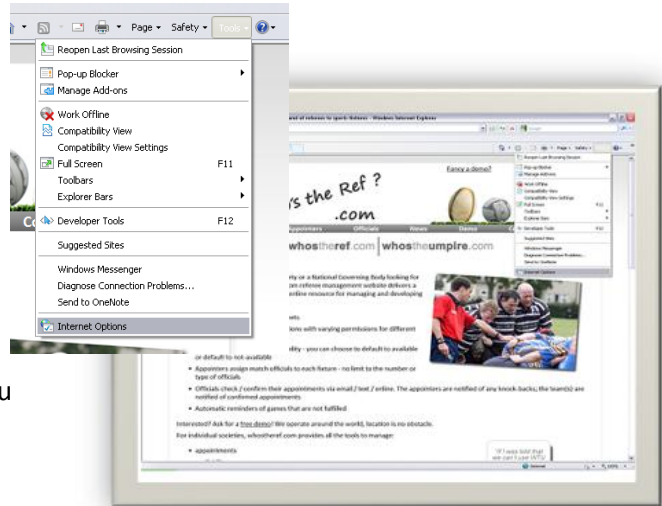
### 1. Internet Explorer

Firstly you must go to the **Tools** menu on the right hand side of the window and from this menu select the internet options link.

You must then select the **Privacy** tab from this options menu.

You should then click the **Advanced** button where you will then be shown another options menu with tick boxes.

As shown you must have both the First and Third party cookies set to **Accept** if this option is not accessible then you must click **Override automatic cookie handling** and make sure your 1<sup>st</sup> and 3<sup>rd</sup> part cookies are set to **Accept**.

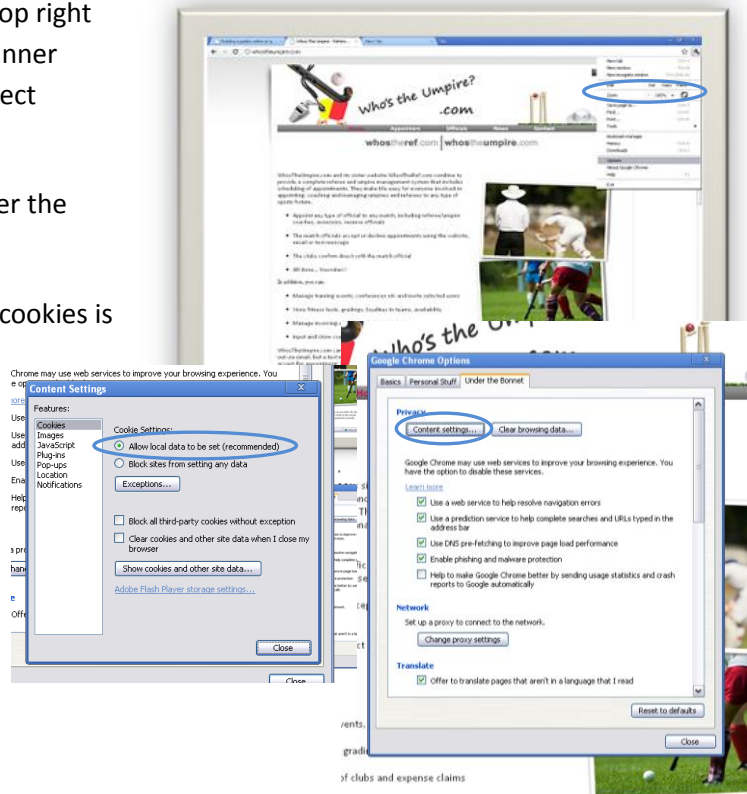


## 2. Google Chrome

Firstly you must go to the options menu in the top right of the window this menu is displayed with a spanner icon. In this drop down menu you must then select **Options**.

Then select the tab **Under the Bonnet** and under the Privacy menu select **Content Setting**.

This will then open up a sub menu (ensure that cookies is highlighted on the left hand side of the menu) – on this menu you must ensure that *Allow local data to be set (Recommended)* is the only marked option.

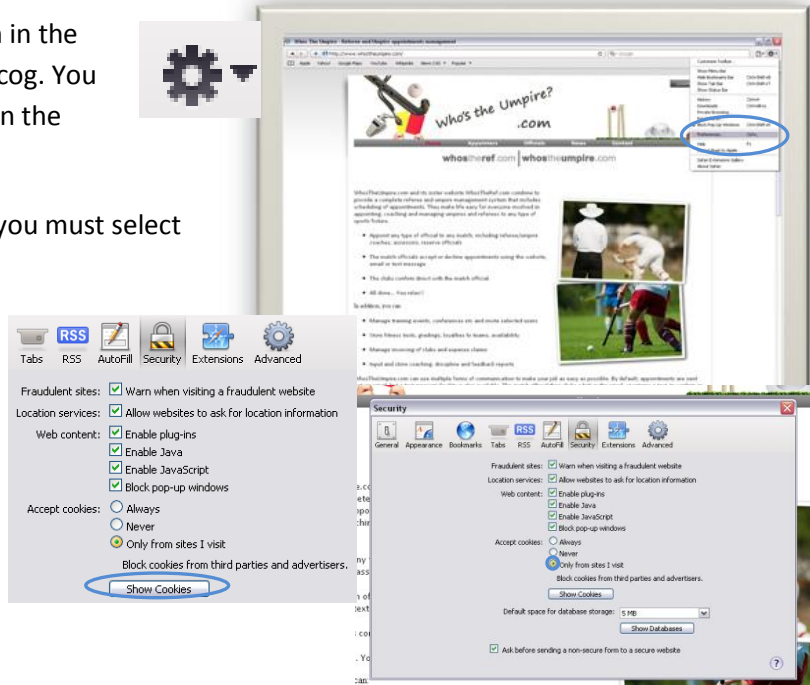


### 3. Safari

You must firstly click the options icon in the top right of the window. Shown as a cog. You must then click the **Preferences** link in the menu.

This will open up a sub menu where you must select the **Security** tab option.

In this section you must then ensure that under *Accept Cookies*, the '**Only from sites I visit**' option is marked.



#### 4. Mozilla Firefox

Click the **Tools** menu from the top list and from this list click the **Options** link.

Once this menu is open you must select the **Privacy** section.

From the drop down menu you must select **Use custom settings for history**. You must then ensure that the 'Accept cookies from sites' option is marked.

