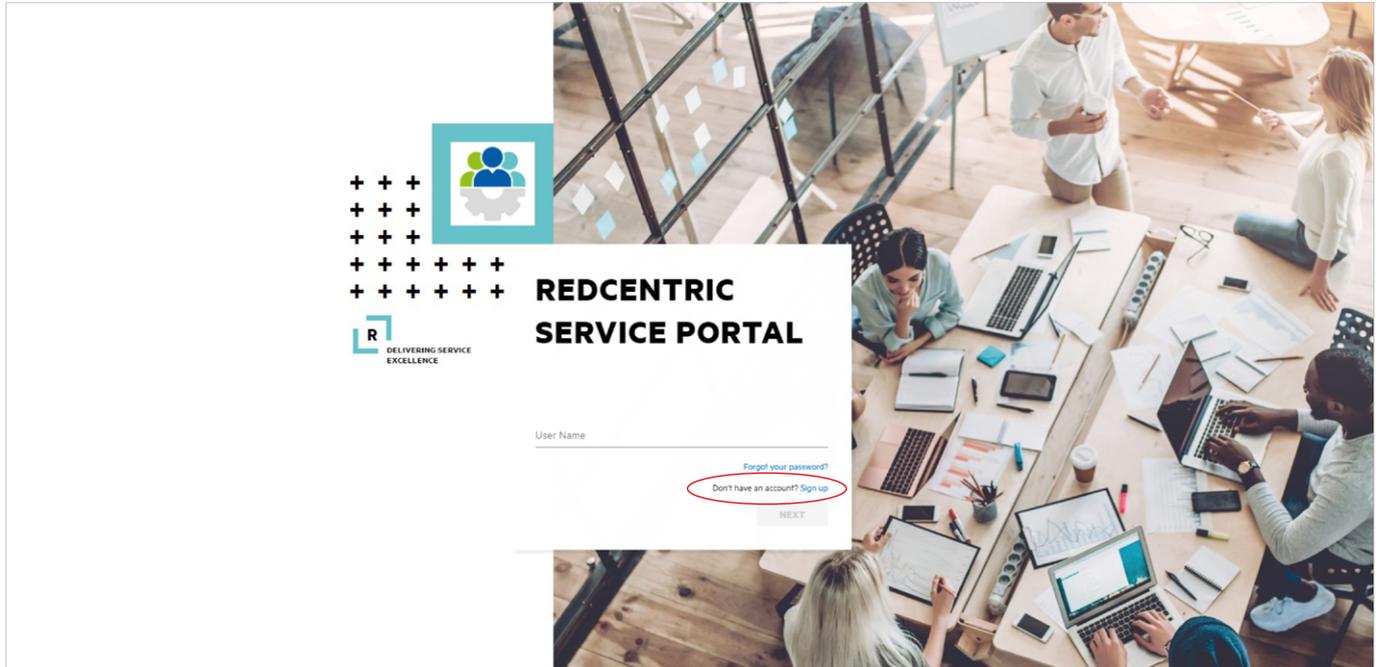


New user registration and password recovery

New user registration

Step 1 – from the [SMAX login page](#), you can now register for access or as an existing user reset your password.



Step 2 – where registering for access, select 'Sign-up' and complete ALL the details presented on the next screen. These should be your contact details relevant to the organisation you work for.

A screenshot of the account registration form. The form is titled 'Register for an account' and is set against a light grey background with the Redcentric and SMAX logos at the top. The form fields are: 'First name', 'Last name', 'Telephone number', and 'Email'. Below the fields is a green 'Submit' button with a right-pointing arrow. Underneath the button, there is a line of text: 'By registering you agree to Redcentric's [Terms of Use](#)'. At the bottom of the form, there are two links: 'Forgotten your password? or already have an account? [Log in here](#)'. At the very bottom of the page, the text reads 'Redcentric Support Team' followed by the phone number '0345 120 7070' and the email address 'support@redcentricplc.com'.

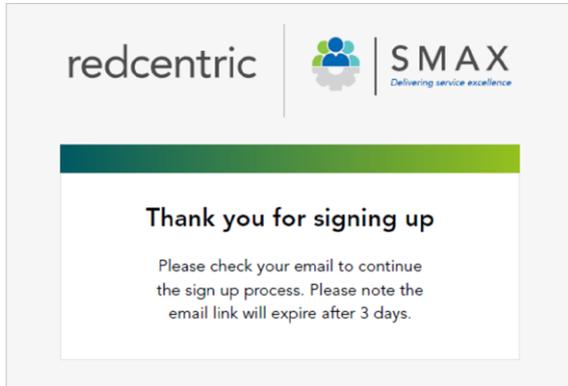
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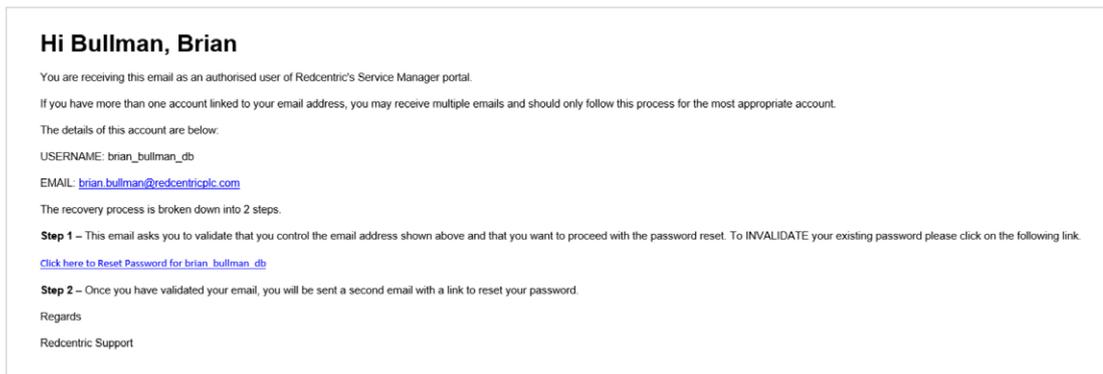
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New user registration and password recovery

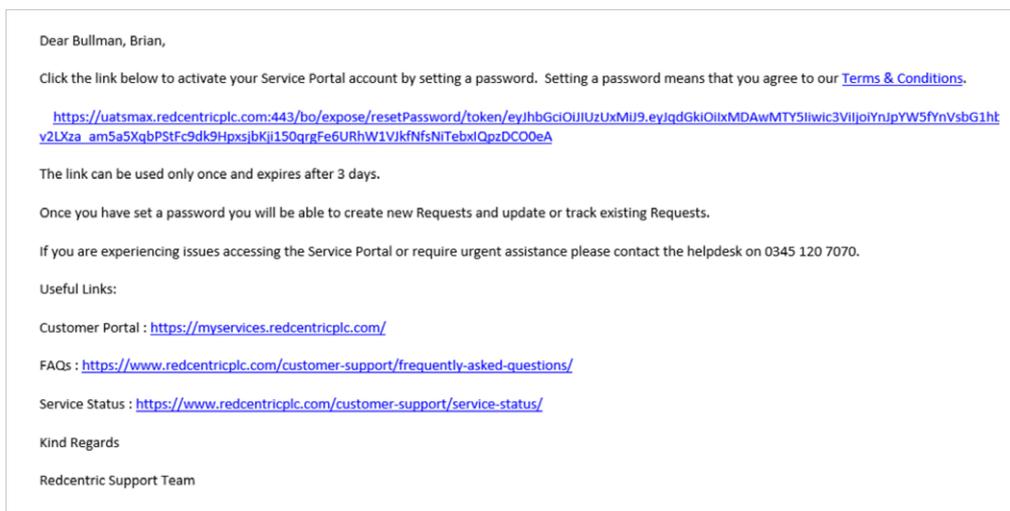
Step 3 – having agreed to Redcentric’s terms and conditions and selected submit, you will then receive confirmation an email has been sent to continue sign-up.



Step 4 – the first email received will ask you to confirm you wish to create a password for the email address shown. Select the link under step 1 to progress.



Step 5 – the second email received will provide a one-time link to SMAX for you to set a password.



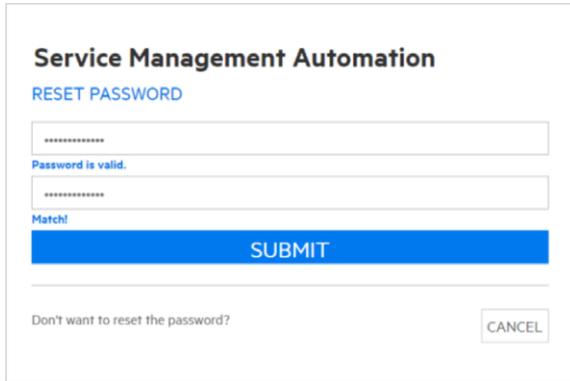
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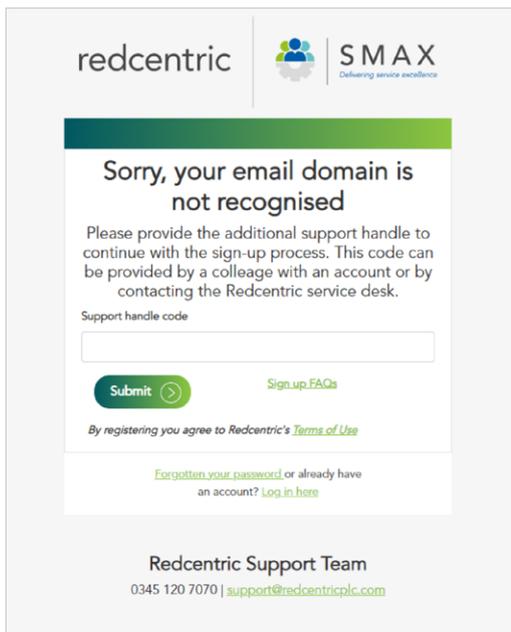
New user registration and password recovery

Step 6 – once you have set your password and selected submit you will be returned to the login page to enter your username and password.



The screenshot shows a web form titled "Service Management Automation" with a sub-heading "RESET PASSWORD". It contains two password input fields, the first of which is filled with asterisks. A blue message "Password is valid." is displayed between the fields. Below the second field, the word "Match!" is shown. A prominent blue "SUBMIT" button is centered below the fields. At the bottom left, there is a link "Don't want to reset the password?" and a "CANCEL" button on the right.

Step 7 – if your email domain (e.g. @example.com) is not recognised during initial registration stages you will be prompted to provide a support handle, a unique access authorisation code for your organisation.



The screenshot displays a message from Redcentric and SMA. The header includes the Redcentric logo and the SMA logo with the tagline "Delivering service excellence". The main heading reads "Sorry, your email domain is not recognised". The text explains that a support handle code is required to continue the sign-up process and can be provided by a colleague or the Redcentric service desk. A text input field for the "Support handle code" is provided, followed by a green "Submit" button with a right-pointing arrow and a link for "Sign up FAQs". Below this, a line of text states "By registering you agree to Redcentric's Terms of Use". At the bottom, there is a link for "Forgotten your password?" and a link for "Log in here" if the user already has an account. The footer identifies the "Redcentric Support Team" with contact information: "0345 120 7070 | support@redcentricplc.com".

Step 8 – once you have obtained your [support handle](#) from a colleague with SMA access, paste the code in and follow step 4 onwards.

IMPORTANT – if unable to obtain a support handle from a colleague, please contact our **Support Team** for assistance.

Details on how to obtain your organisation's support handle can be found [here](#).

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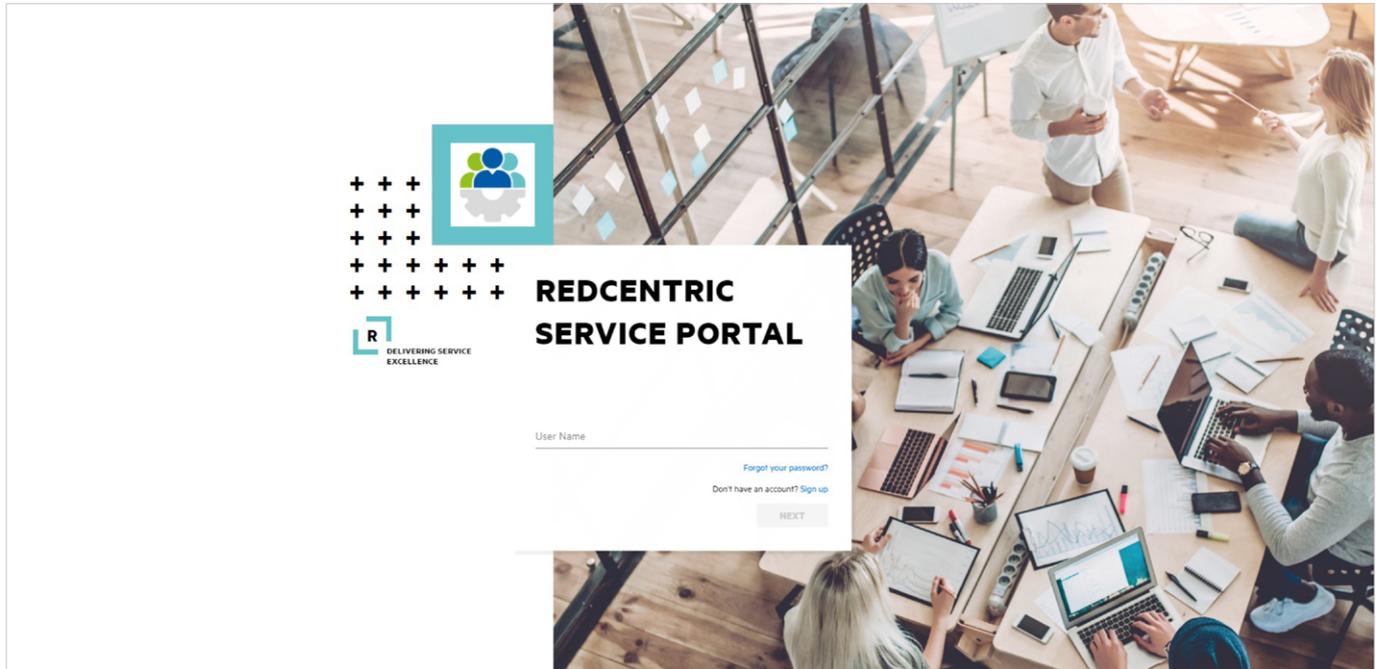


SMA
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New user registration and password recovery

Password recovery process

Step i – from the SMAX login page select 'Forgot your password?' to commence the password recovery process.



Step ii – enter your email (and username if you have multiple accounts; if unsure enter your email address only) and select submit.

A screenshot of the 'Lost Username or Password Reset' form. The form is titled 'Lost Username or Password Reset' and is part of the redcentric SMAX portal. It contains an 'Email' input field with the value 'brian.bullman@redcentricplc.com'. Below this is a note: 'NOTE: If you have more than one account linked to the provided email then please provide the username for the account you wish to recover below.' There is a 'Username (optional)' input field with the value 'brian_bullman_db'. Below this is another note: 'If you do not know the username for the account then leave this field blank and we will send emails for any accounts registered against the above email.' A green 'Submit' button with a right-pointing arrow is located below the form. At the bottom of the form, there is a link: 'Forgotten your password or already have an account? [Log in here](#)'. The footer of the form displays 'Redcentric Support Team' and contact information: '0345 120 7070 | support@redcentricplc.com'.

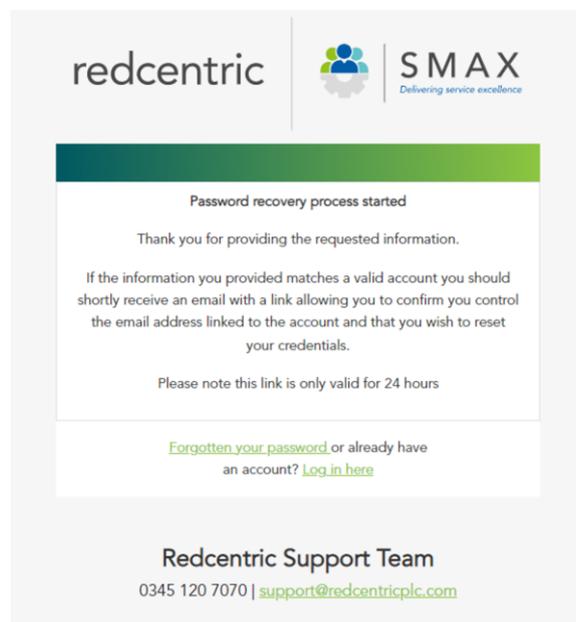
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SMAX
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New user registration and password recovery

Step iii – following confirmation the process has started you will have up to 24hrs to complete the reset process. The emails received will be the same as when originally registered (see steps 4-6).



IMPORTANT – if you are still struggling to reset your password, please contact our Support Team for assistance.

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