



GDPRiS Platform v2 Guidance for Users

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All Staff

Log In Issues Checklist

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Login Check List

1. First time registration

- Check your junk, spam, clutter email folders if you do not receive a registration email
- Use the link in your registration email as this will take you to the first log in page
- Create a new password that uses the following criteria
 - Between 12-30 characters
 - At least one uppercase letter
 - At least one lowercase letter
 - At least one symbol
 - At least one number

- Has your registration email expired. They are valid for 7 days
- Ask your DP Lead to send you a new registration email

2. If logged in previously

- Check you are using the email address your account was set up with
- Check your email address is typed correctly with no space at the end
- Use the password you set up the first time you logged in
- If you still can't log in please use the Forgot your Password option on the log in page,
and follow the instructions on the email you receive
- Check your junk, spam, clutter email folders if you do not receive a reset email

3. Other Things to try

- Clear your cache using CTRL and F5 on your keyboard at the same time
- Clear your browser history
- Try a different browser
- Ask your IT Team to check any filters that are in place
- Are you using a phone or a tablet – try turning the Wi-Fi off and make sure you have
pop-ups enabled so you can access all areas of GDPRiS
- Can other staff log in, if so try logging in on a computer where someone has
Successfully logged on

4. Single Sign On

- Did you set up single sign on with either Microsoft or Google – if so you will need to use either of the following buttons on the log in page



Finally once you have accessed GDPRiS successfully book mark the page so you can find it next time

[Link to Login Page](#) Please bookmark this page for future use.

If you need to reset your password please use the following link, which will trigger an email with new login details.

[Link to Reset Password](#)

Contact the Customer Success Team

Office hours

Mon-Thurs: 09:00 - 16:30 GMT

Fri: 09:00 – 15:30 GMT

If you require assistance regarding any section of this help guide, please do not hesitate to contact us via one of the following methods:

Tel: 020 3961 0110

Mail: support@gdpris.co.uk