

Georgia SHINES Portal Users

Helpful Tips



Remember to...

- ◆ Register ONLY once (new portal users)
- ◆ Verify email address before submitting registration
- ◆ Remember security answers
- ◆ Passwords expire every 45 days
- ◆ After 3 unsuccessful login attempts, password will expire
- ◆ Password is case sensitive

If remembering your security questions and answers is difficult, write them down and file in a safe place.

What to do when...

Password expired

1. Access the Portal
2. Click on the reset password hyperlink
3. Enter email address
4. Answer security question
5. Enter new password
6. Log onto Portal

Reset password?

And still can't log in?

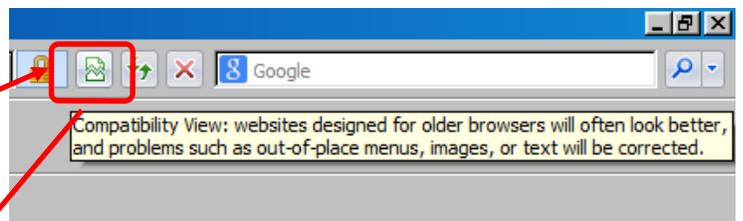


In the event you still have difficulty resetting password, contact Brenda Jones, with OPM, at 404-657-6901. A temporary unique system generated password will be sent to your registered e-mail address. Once you log in with the temporary password, navigate to the Password Reset/Login to Georgia SHINES Portal page. Change password.

Georgia SHINES and Internet Explorer

Currently, Georgia SHINES is compatible with Internet Explorer (IE) version 8. If you are using a newer version, pages in the Portal may not display correctly. If so, you can view the Portal in Compatibility View mode. In Compatibility View, you will be able view the Portal in a previous version of IE, which should correct the way the pages display. To view in Compatibility View mode:

- 1) Access the Portal via IE
- 2) Click on the compatibility mode icon
- 3) A pop-up message will display



Once you leave the Portal website (in this instance), Compatibility View mode will disable.