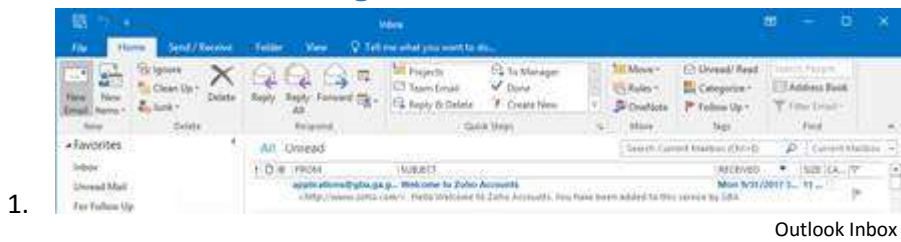


# GBA IT: Zoho General User Instructions

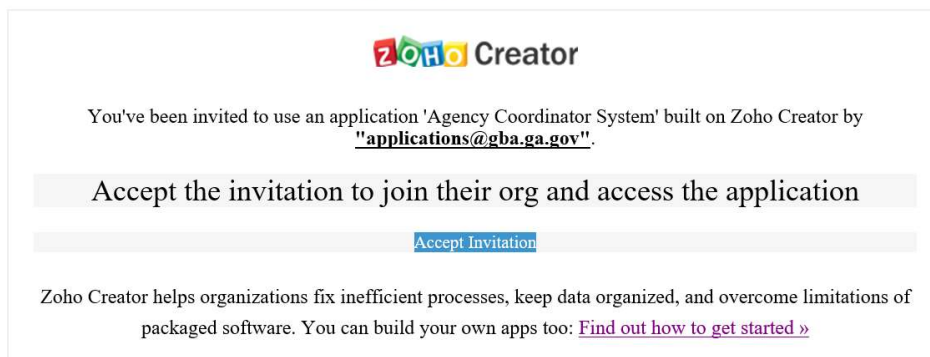
## Contents

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## Invitation Email and Registration



**Sent:** Friday, October 25, 2019 9:40 AM  
**To:** Your email  
**Subject:** GBA Admin has invited you to access 'Application Name'



Invitation Email Message

You should receive an invitation email from GBA

**From:** [applications@gba.ga.gov](mailto:applications@gba.ga.gov)

**Subject:** GBA Admin has invited you to access 'Application Name'

**Note:** Check your SPAM filter/ Junk Mail Folder if you do not receive an invitation email

---

## GBA IT: Zoho General User Instructions

**Accounts**

### Create a Zoho Account

Account Information All fields are mandatory

Email Address: youremailaddress

Password: Use 8 to 250 characters. Don't use your name or Zoho ID. Use mix of uppercase/lowercase letters, numerals and special characters...

Re-enter Password:

Word Verification

Enter the text you see in the below image

ZKQW

Terms of Service

I agree to the [Terms of Service and Privacy Policy](#)

Yes, Subscribe me to Zoho Newsletter (Optional)

[Sign Up](#)

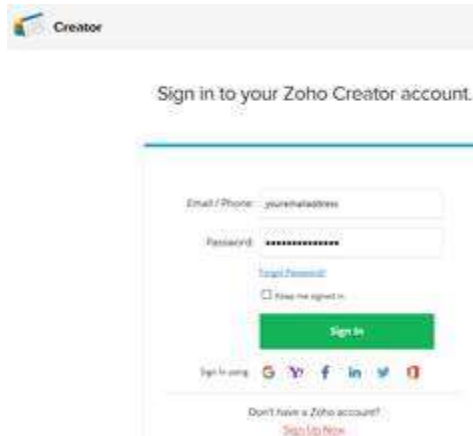
2.

- a. Enter in a password
    - Password should contain 8 to 250 characters.
    - Use mix of Uppercase/Lowercase letters, Numerals and Symbols.
    - Do not use username or part of your e-mail address before the @ symbol.
  - b. Enter in the text you see in the image

Note: The text in the image is case sensitive
  - c. Check **I agree to the Terms of Service and Privacy Policy**
  - d. Click **Sign Up**
-

# GBA IT: Zoho General User Instructions

## Logging into your account



1.

Go to the login page: <https://www.zoho.com/creator/signin.html>

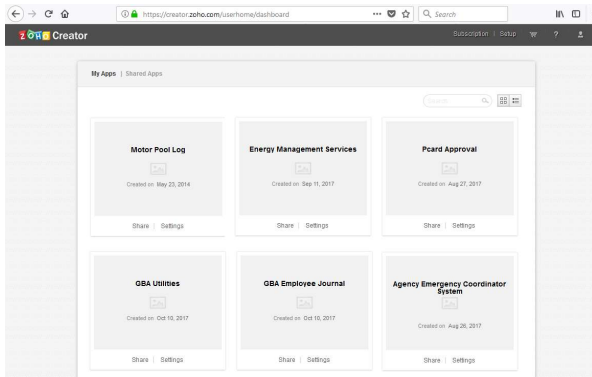
- a. **Email/Phone:** Enter in the Email Address you registered with
- b. **Password:** Enter in the password you created
- c. **Optional:** If you check **Keep me signed in**, every time you access the website, you will not have to enter in your username/password the next time you go to access your application
- d. Click **Sign In**

Note: The **Forgot Password** link will get you through the process of resetting your password

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# GBA IT: Zoho General User Instructions

## Home Screen



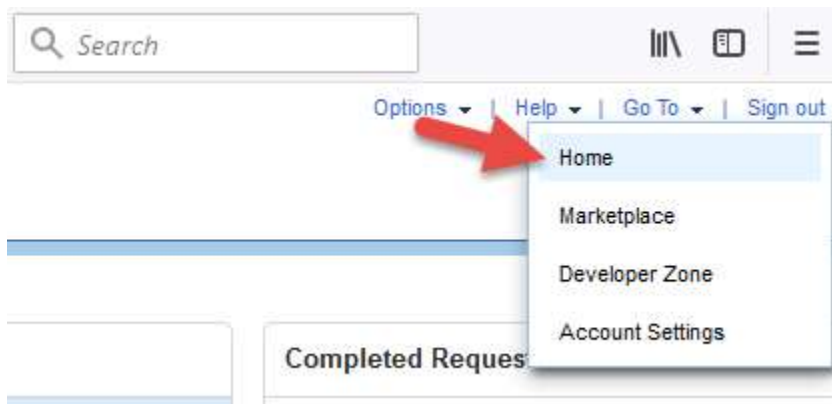
Tile View



List View



- You can toggle between **Tile View** and **List View** by clicking on the appropriate view icon in the upper right-hand corner
- Click on the appropriate Tile or List Item to access your application
- When you are in an application and you want to return to your Home Screen



In the upper right-hand corner of your screen, click **Go To** → Click **Home**

# GBA IT: Zoho General User Instructions

## Login Issues

No such account. [Sign up Now](#)

Email / Phone:

Password:

[Forgot Password?](#)

Keep me signed in

[Sign In](#)

- **New User? [Sign Up](#) for Free!**  
If you attempt to login and get the error message **No such account. Sign up Now**
  - You may have registered with another email address and are attempting to log in with the wrong one. Try using another email address.
  - Contact GBA IT for assistance

## Forgot Password

Email / Phone:

Password:

[Forgot Password?](#)

Keep me signed in

[Sign In](#)

1. **New User? [Sign Up](#) for Free!**  
Click [Forgot Password](#)

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Password Reset Request

Enter your email address or registered mobile number in the space below and we will mail you the password reset instructions

Registered Email or Mobile:

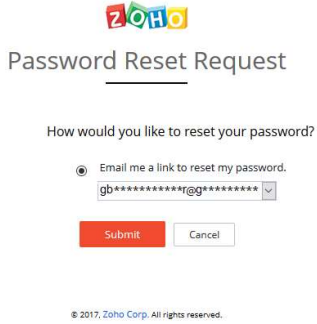
The letters are case sensitive

Type the word given above

© 2017, Zoho Corp. All rights reserved.

2. In the *Type the word above* field, enter the letters/numbers  
Note: the letters are case sensitive  
Click **Request**

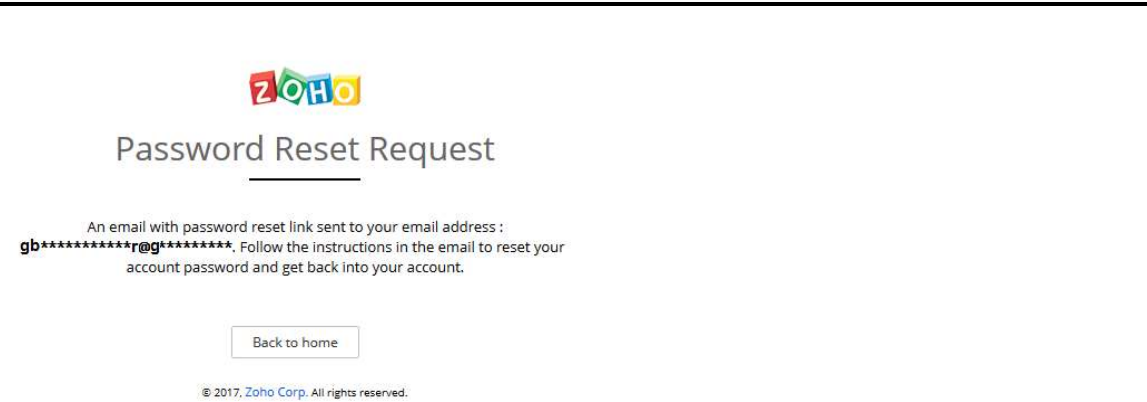
# GBA IT: Zoho General User Instructions



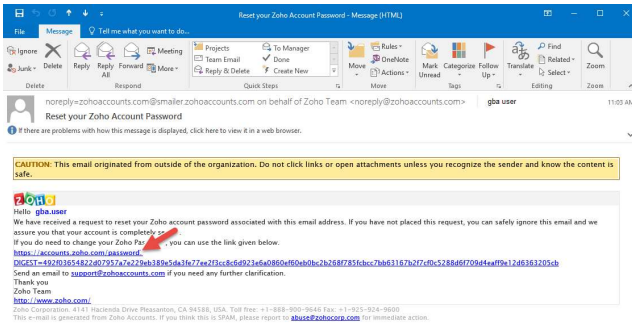
The screenshot shows the Zoho logo at the top, followed by the heading "Password Reset Request". Below this, the question "How would you like to reset your password?" is displayed. A radio button is selected for the option "Email me a link to reset my password.". Below the radio button is a text input field containing the email address "gb\*\*\*\*\*r@g\*\*\*\*\*". At the bottom of the form are two buttons: "Submit" (in red) and "Cancel".

3.

Click Submit



You will get the confirmation page



4.

You will receive an email

**From:** Zoho Team

**Subject:** Reset your Zoho Account Password

Open the message and click on the link

## GBA IT: Zoho General User Instructions

To create your new password, provide the following information, and then click Change.

Password

Confirm Password

Terminate all active web browser sessions.

Terminate mobile app sessions in your device(s) and remove active API 'authtokens'.

☰  
Password should contain 8 to 250 characters.  
Use mix of Uppercase/Lowercase letters, Numerals and Symbols.  
Do not use username or part of your e-mail address before the @ symbol.  
Current password should not be same as last password

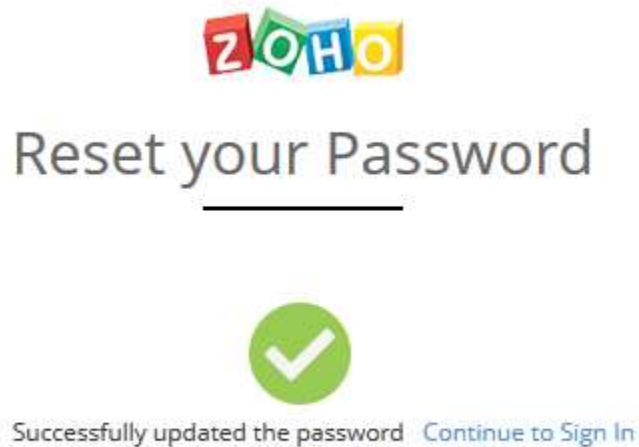
5.

Enter in your new password

Enter your new password in the *Confirm Password* field

Click **Change**

- Terminate all active web browser sessions = ends any other Zoho sessions/connections you might have open
  - Terminate all mobile sessions and remove active API 'autotokens': ends any Zoho sessions/connections that you have on any mobile device
- 

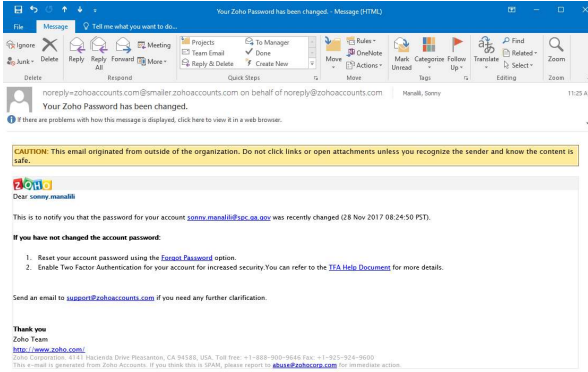


6.

Click **Continue to Sign In** to go to log

Note: You will receive a you-have-changed-your-password confirmation email

# GBA IT: Zoho General User Instructions



**From:** noreply@zohoaccounts.com  
**Subject:** Your Zoho password has been changed

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Email / Phone:

Password:

[Forgot Password?](#)

Keep me signed in

New User? [Sign Up for Free!](#)

7. Log into Zoho with your new password

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