

## **New Directions 2020 Online**

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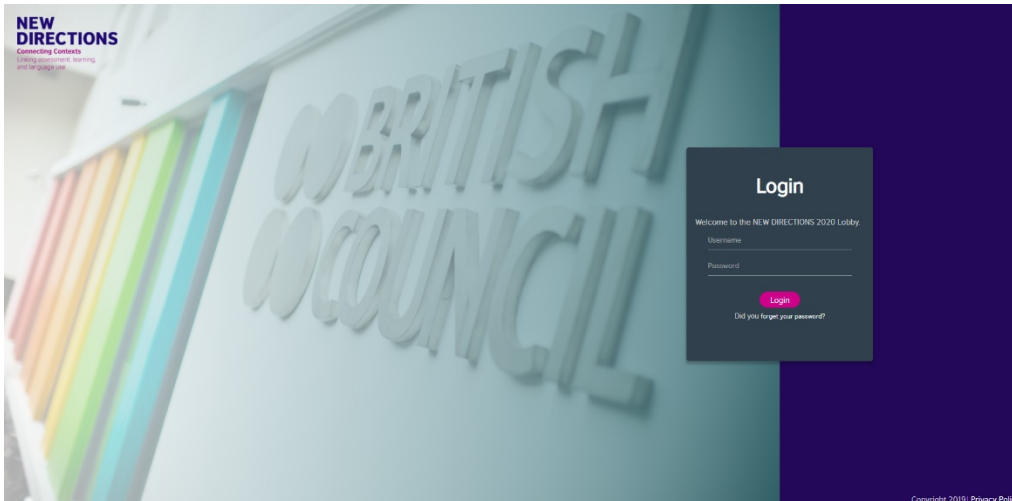
# **Lobby platform Login troubleshooting**

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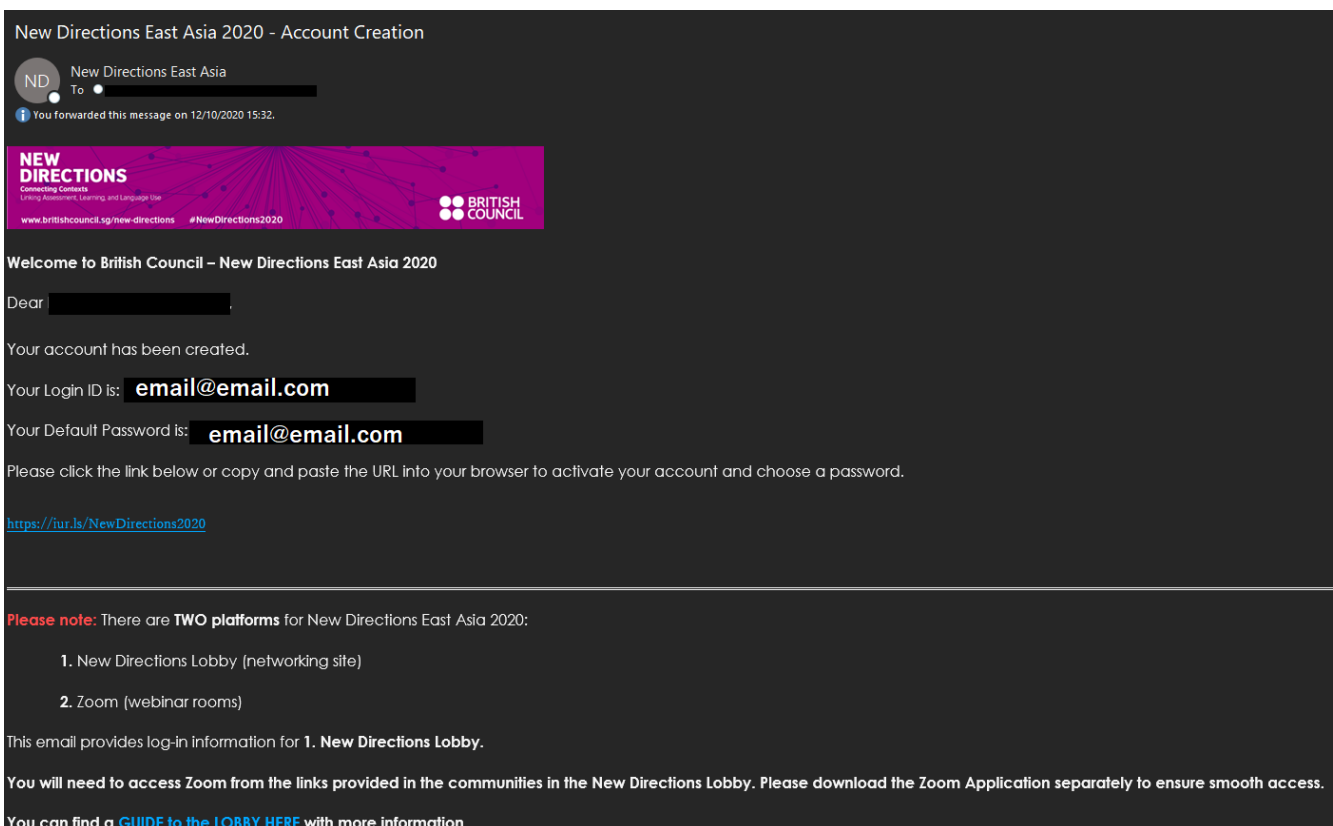
- 1. First log in**
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## 1. First log in

This is our log in page: <https://iur.ls/NewDirections2020>

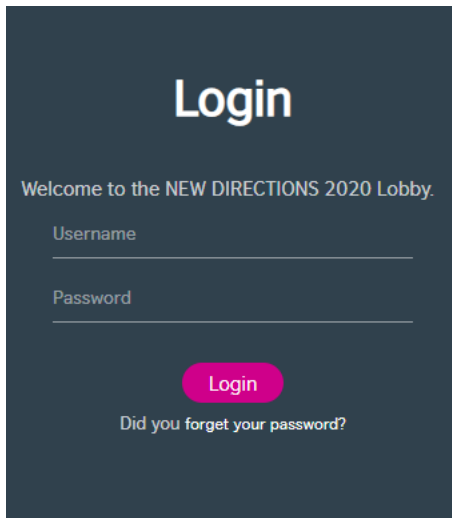


On your first log in, please input your email address for both your username and password as listed in your Account Creation email.



Account Creation email [Subject: New Directions East Asia 2020 – Account Creation]

[www.britishcouncil.sg/new-directions](http://www.britishcouncil.sg/new-directions)



**Login**

Welcome to the NEW DIRECTIONS 2020 Lobby.

Username  
\_\_\_\_\_

Password  
\_\_\_\_\_

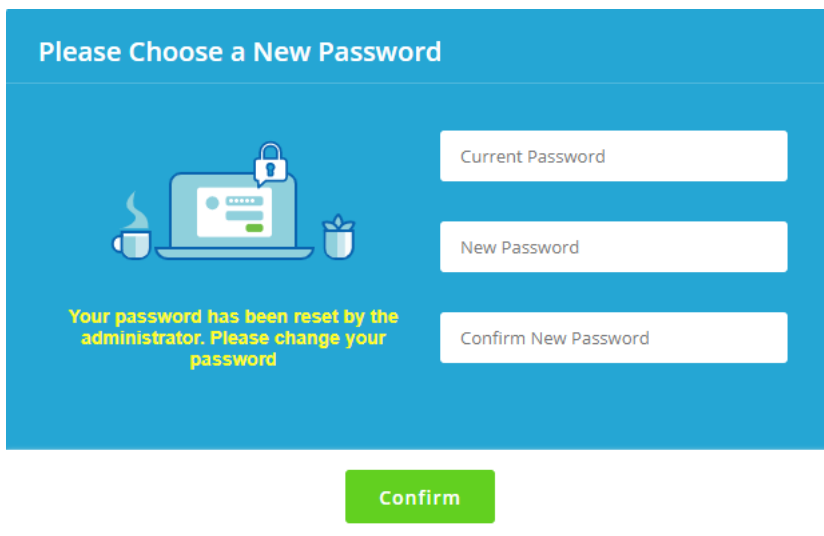
**Login**

Did you forget your password?


Note that the fields are case-sensitive.

So if it is listed as: [email@email.com](mailto:email@email.com); the following [Email@email.com](mailto:Email@email.com) or some other variation, will not work.

Choose a new password:



**Please Choose a New Password**



**Your password has been reset by the administrator. Please change your password**

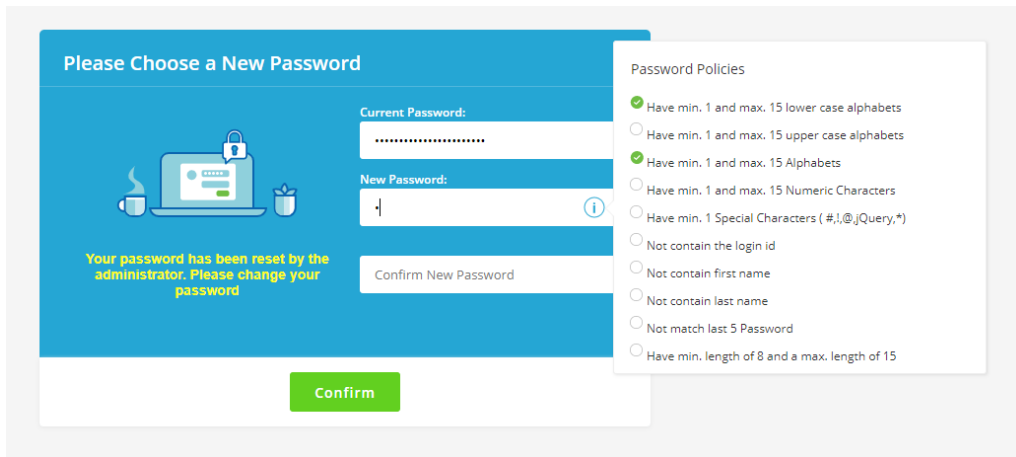
Current Password  
\_\_\_\_\_

New Password  
\_\_\_\_\_

Confirm New Password  
\_\_\_\_\_

**Confirm**

Input your current password, as listed in your account creation email.



Please Choose a New Password

Your password has been reset by the administrator. Please change your password

Current Password: .....

New Password: |

Confirm New Password

Confirm

Password Policies

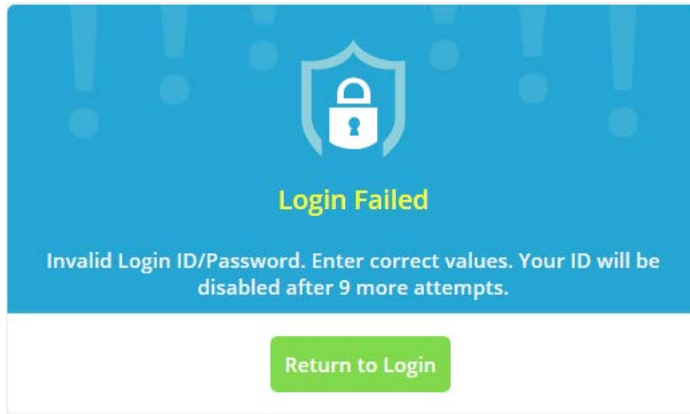
- Have min. 1 and max. 15 lower case alphabets
- Have min. 1 and max. 15 upper case alphabets
- Have min. 1 and max. 15 Alphabets
- Have min. 1 and max. 15 Numeric Characters
- Have min. 1 Special Characters (#,!,@,jQuery,\*)
- Not contain the login id
- Not contain first name
- Not contain last name
- Not match last 5 Password
- Have min. length of 8 and a max. length of 15

And choose a new password: the password must be between 8 and 15 characters long and contain one number, e.g. password1

Input the new password again to confirm.

You can now log in with your new password.

## 2. I input my email and password and get a login failed message

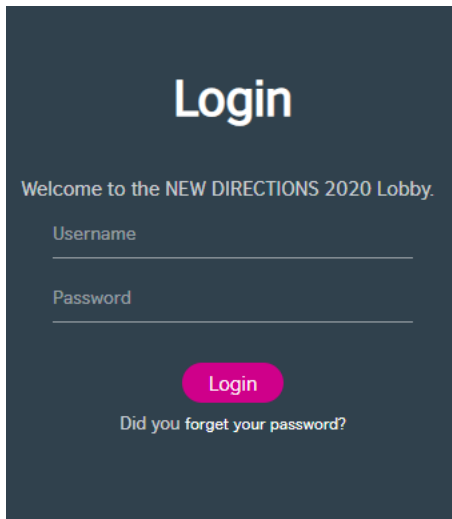


The email or password you input is incorrect.

Check: have you input your credentials as listed in your account creation email (capitals/non-capitals etc.)?

Did you change your password previously? Make sure you are inputting your new password.

### 3. I have changed my password but forgotten it.



**Login**

Welcome to the NEW DIRECTIONS 2020 Lobby.

Username  
\_\_\_\_\_

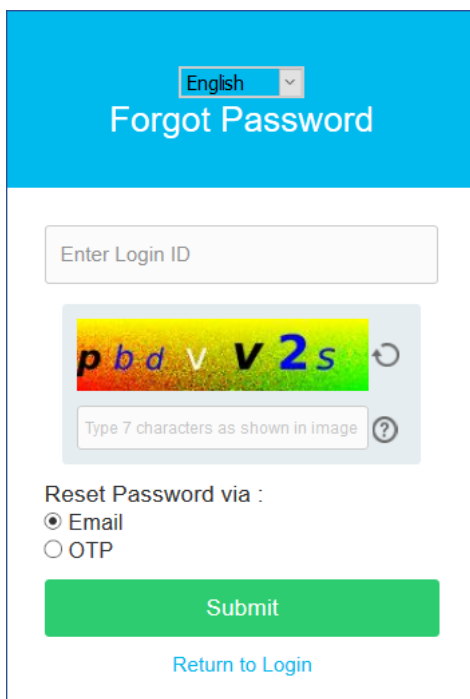
Password  
\_\_\_\_\_

**Login**

[Did you forget your password?](#)

Click on the “forgot your password?” link.


It will take you to the following confirmation screen:



English ▾

## Forgot Password

Enter Login ID  
\_\_\_\_\_



Reset Password via :

Email

OTP

**Submit**

[Return to Login](#)

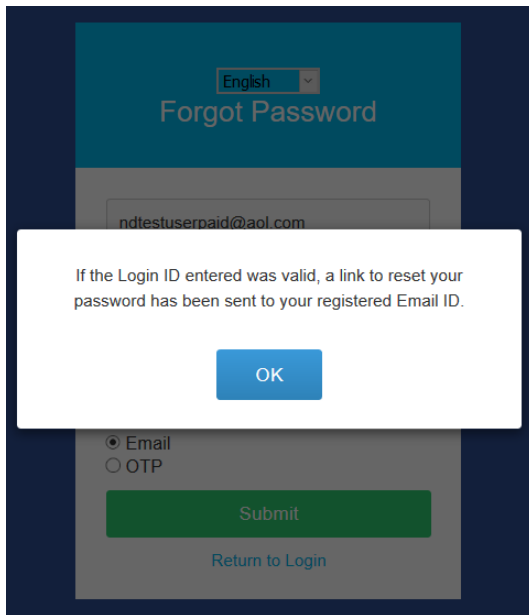
Input your Login ID (your email address)

Input the requested security captcha

Click submit.

If your login id was correct you will get the following message:

[www.britishcouncil.sg/new-directions](http://www.britishcouncil.sg/new-directions)



You should receive the following email:

### Welcome to British Council – New Directions East Asia 2020

Dear ND Test User Paid,

**Your password reset request has been received.**

Your Login ID is: [REDACTED]

Please click the link below or copy and paste the URL into your browser to choose a password.

[https://g61.tcsion.com:443/dotcom/PasswordPolicy/reset\\_pwd.jsp?langID=English&loginId=ndtestuserpaid@aol.com&token=4603734829108249922&loginType=12](https://g61.tcsion.com:443/dotcom/PasswordPolicy/reset_pwd.jsp?langID=English&loginId=ndtestuserpaid@aol.com&token=4603734829108249922&loginType=12)

Any issues please check out the helpdesk community in the site or contact us at the below email address.

We look forward to seeing you online!

Thank You,

**New Directions 2020 Conference Team**

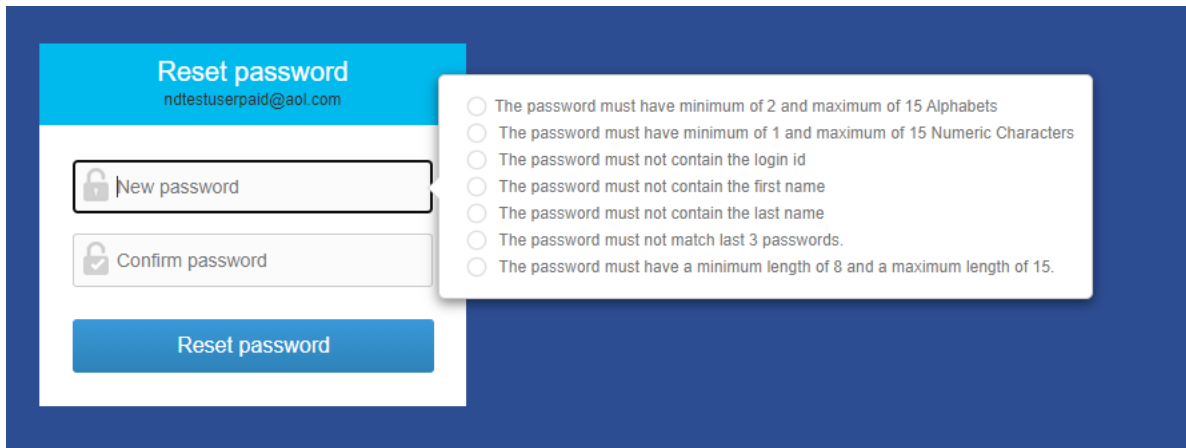
[newdirectionseastasia@britishcouncil.org](mailto:newdirectionseastasia@britishcouncil.org)

**Note:** This is a system generated mail, please do not reply.

Click the link and you can reset your password.

**Note:** the reset link will expire after 24 hours.

[www.britishcouncil.sg/new-directions](http://www.britishcouncil.sg/new-directions)



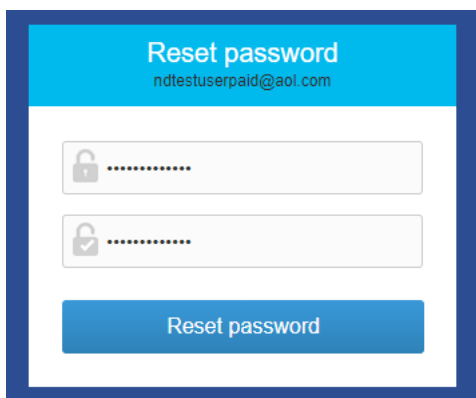
The screenshot shows a 'Reset password' form for the user 'ndtestuserpaid@aol.com'. It features two input fields: 'New password' and 'Confirm password', both with lock icons. A blue 'Reset password' button is at the bottom. A white tooltip with a shadow is positioned over the 'New password' field, listing six password requirements:

- The password must have minimum of 2 and maximum of 15 Alphabets
- The password must have minimum of 1 and maximum of 15 Numeric Characters
- The password must not contain the login id
- The password must not contain the first name
- The password must not contain the last name
- The password must not match last 3 passwords.
- The password must have a minimum length of 8 and a maximum length of 15.

The password must be between 8-15 characters and contain at least 1 numeral

For example:

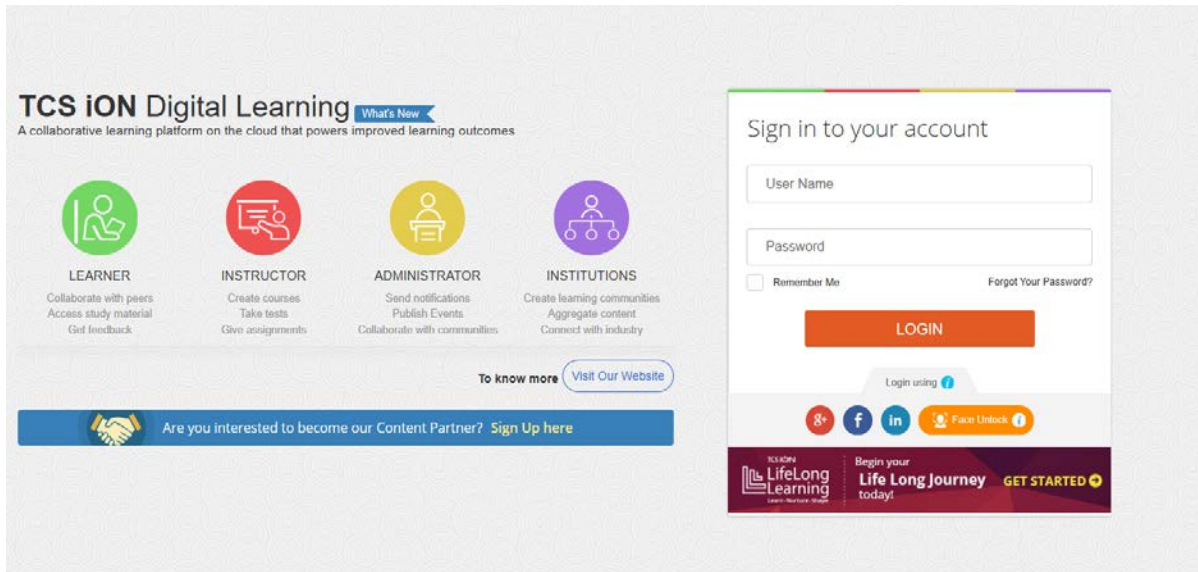
password1



This screenshot shows the same 'Reset password' form for 'ndtestuserpaid@aol.com'. The 'New password' and 'Confirm password' fields are now masked with dots. The 'Reset password' button remains at the bottom.



## 4. I follow a link and get the following screen:



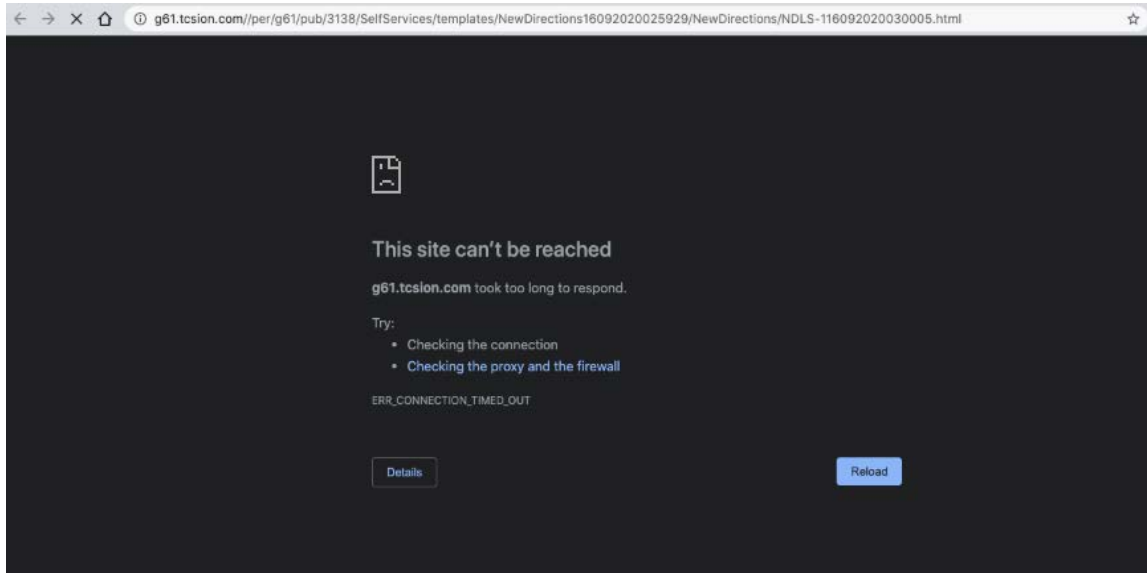
This is the same login page without the branded New Directions image.

You can login with the same credentials and you will still get to the lobby.

Please use the following url in your browser to make sure you arrive at the branded New Directions log in page:

<https://iur.ls/NewDirections2020>

## 5. I get a “This site can’t be reached” message



Do you have a local firewall policy that is restricting access?

Please try logging in from a different network or device, e.g. smartphone or mobile device

## 6. I'm still having issues

Please contact [newdirectionseastasia@britishcouncil.org](mailto:newdirectionseastasia@britishcouncil.org)

We are happy to help.