

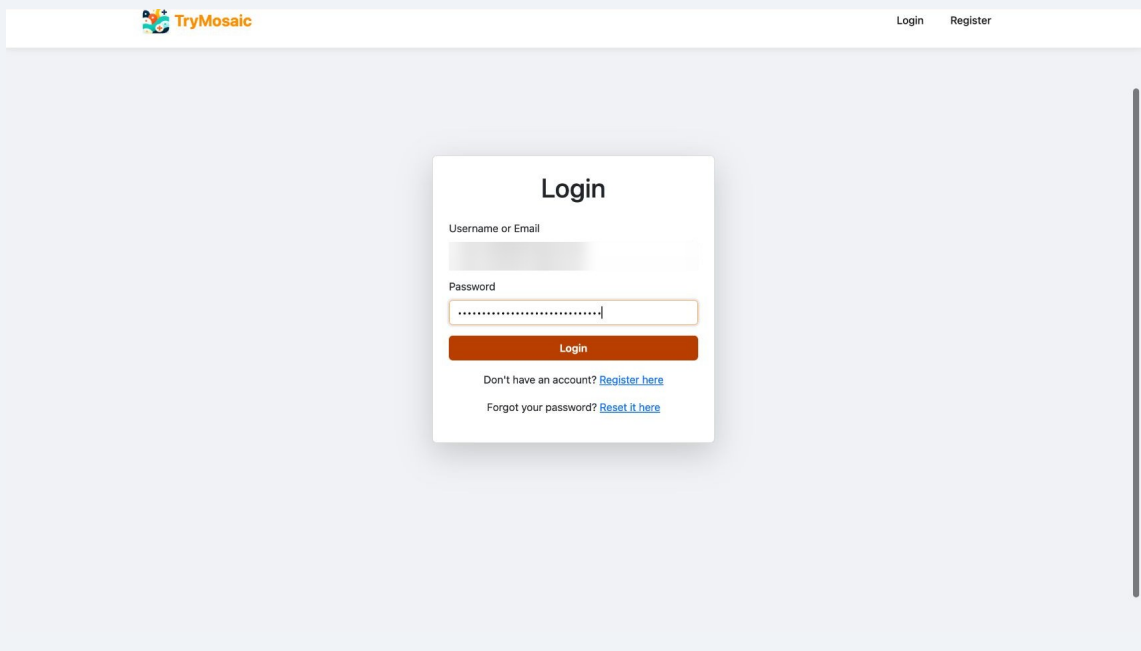
How to Log In to Your TryMosaic Account



This guide shows you how to log in securely and what to expect if your organisation uses two-factor authentication.

You will need the email address or username linked to your account and your password.

- 1 Open your organisation's TryMosaic deployment using the link provided by your employer. Select 'Login' if the login form is not already displayed.



- 2 Enter the username or email address linked to your TryMosaic account, then enter your password.

TryMosaic

Login Register

Login

Username or Email

Password

Login

Don't have an account? [Register here](#)

Forgot your password? [Reset it here](#)

i Use your own account details

The details shown here are examples only. Never share your password or a two-factor authentication code with anyone. If you have forgotten your password, select 'Reset it here' and follow the instructions sent to your email address.

- 3** Select 'Login'. If your details are correct, TryMosaic will either open your dashboard or ask for a two-factor authentication code.

TryMosaic

Login Register

Login

Username or Email

Password

Login

Don't have an account? [Register here](#)

Forgot your password? [Reset it here](#)

! If the login is not accepted

Check that you are using the correct username or email address, make sure Caps Lock is off, and try your password again carefully. Use the password-reset link if you cannot remember it.

- 4 If you see the two-factor authentication screen, open the latest TryMosaic security-code email in your inbox.

- 5 Enter the current code exactly as shown, then select the verification button. Codes expire, so use the newest email if you requested another code.

i Can't find the email?

Check your junk or spam folder, wait a minute, then use the resend option once. If several emails arrive, use the most recent code. Never forward the code to another person.

i Some organisations do not require 2FA

If you are taken straight to the dashboard after selecting Login, your sign-in is complete and you can skip these two steps.

- 6 When login is complete, you will arrive at your TryMosaic dashboard. You can now continue your work or open your Workplace Passport.

What happens next

- Your account remains private; logging in does not notify your manager or HR.
- Nothing is shared until you choose to share a Workplace Passport or another supported item.
- Always log out when using a shared or public computer.

Common problems

- Incorrect password: select 'Reset it here' and follow the secure reset email.
- No security-code email: check spam, confirm you are viewing the correct inbox and request one new code.
- Expired session: return to the login page and sign in again.
- Account locked or deleted: contact your organisation's TryMosaic administrator.

i Need more help?

Contact your organisation's TryMosaic administrator or the support contact provided by your employer. Do not include your password or security code in a support message.

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