

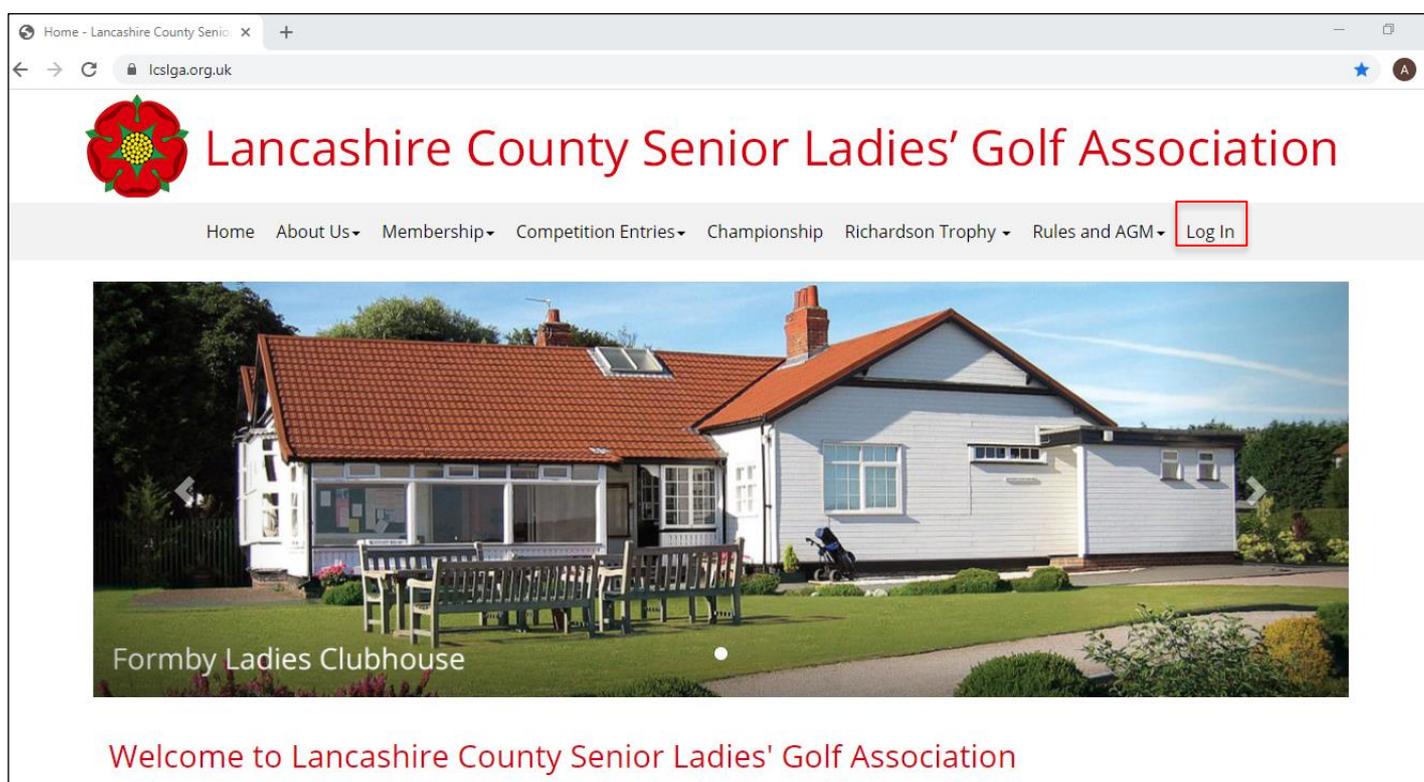
Instructions for Getting a Password to Log In to the Private Area of the Website

These instructions are for new members who have never logged into the LCSLGA website before and existing members who have forgotten their password and have to apply for a new one.

If members follow these instructions the whole process should be straight forward, but there are a few things that can go wrong. I have tried to cover these issues in these instructions.

This document is easier to read if you increase the size of the print on your screen, and if you have two devices you can refer to these instructions on one device whilst using another to go through the process. I used a windows 10 laptop to create these instructions and used Edge as my browser to bring up the website.

Go to the LCSLGA website (www.lcslga.org.uk). Click on Log in on the right hand side of the menubar shown below.

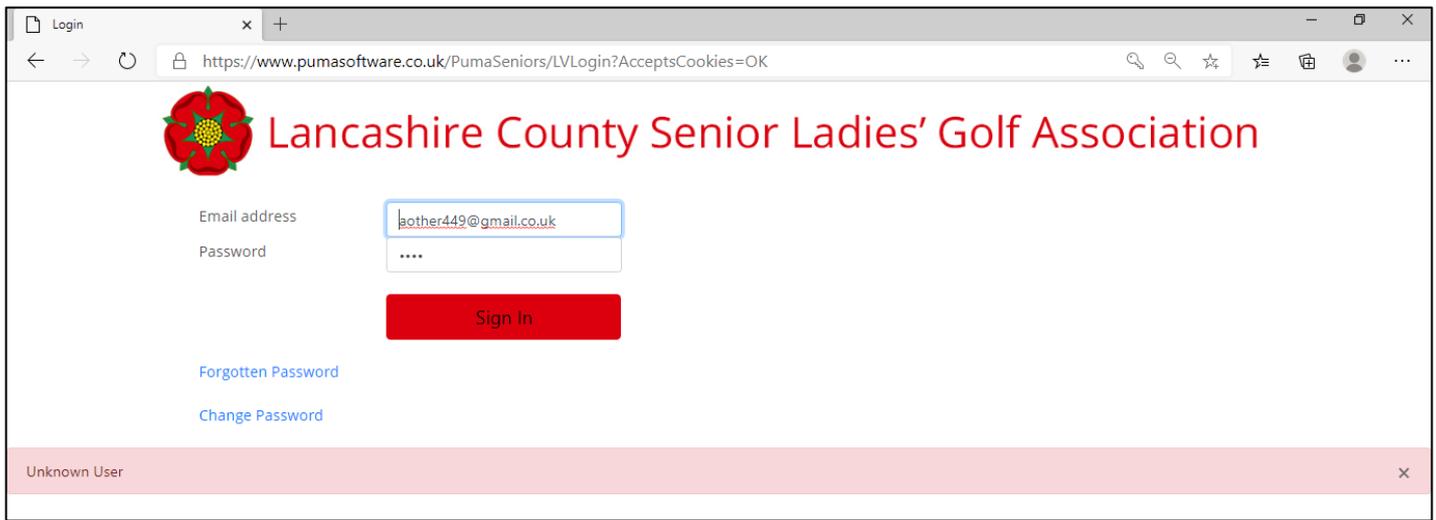


You will be taken to the Log on page of the secure Members' Area. Input your email address. This email address must be the email address which you have given to LCSLGA and we have on our database. If you get the message on the slide below of **Unknown User** it means

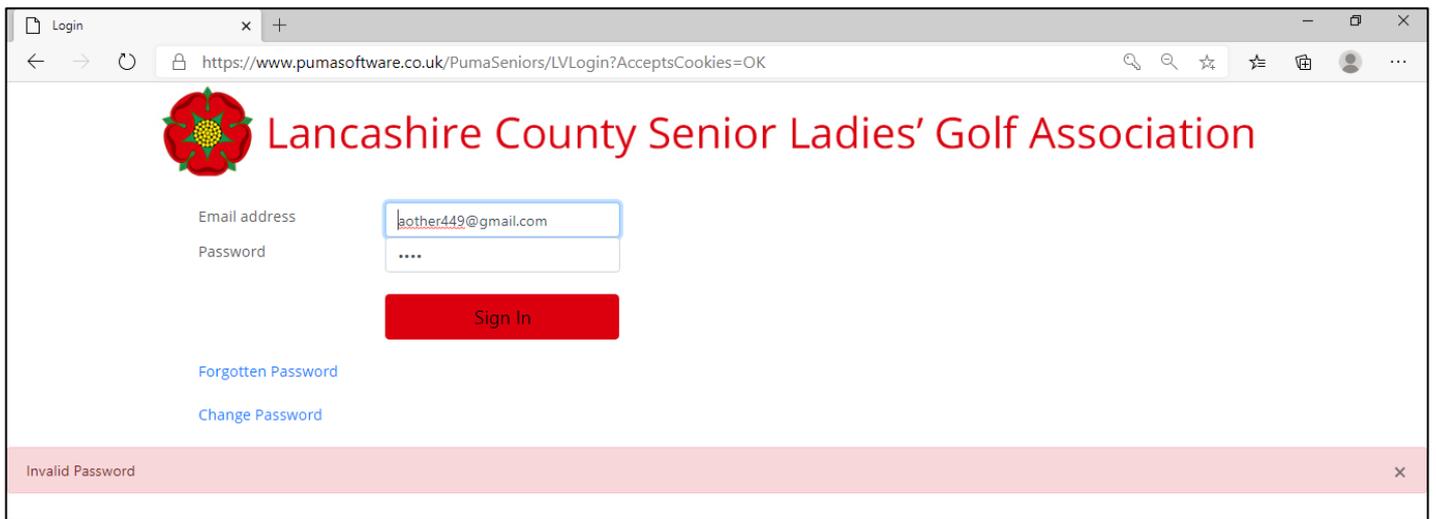
1. You have input your email address incorrectly as shown below
2. You have used a different email address to the one on the Membership database
3. You are not registered yet on the Membership database

For 2 or 3 contact Jane Rogers on info@lcsлга.com

On the slide below the email address has been deliberately input incorrectly and the message Unknown User has appeared.

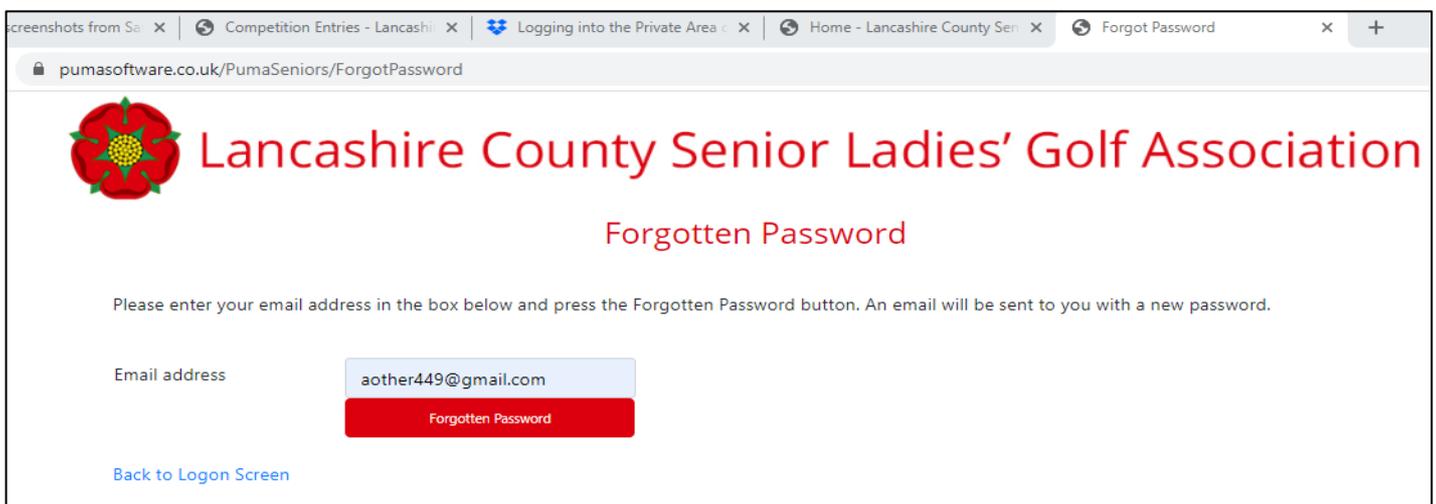


On the slide below the email address has been corrected and the password entered. The message **Invalid Password** appears. This means you have entered an incorrect password and now need to apply for a new one.



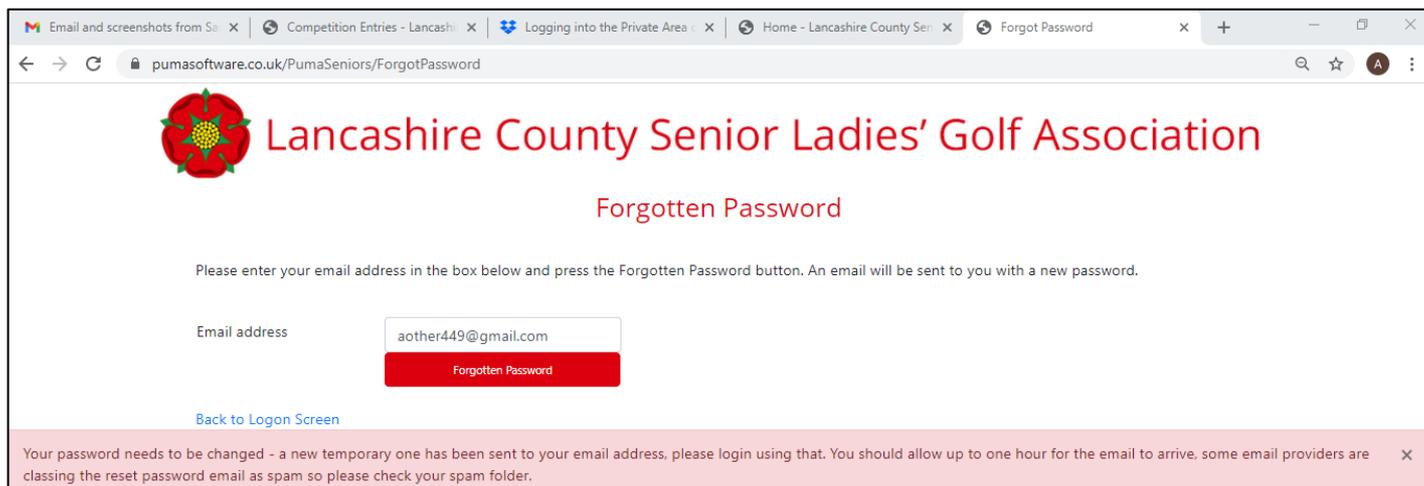
If you are a new member and have never entered the Member's Area before or have forgotten your password and need a new one, click the box entitled click the "[Forgotten Password](#)" link on the **Log on** screen above.

Re-enter your email address in the Forgotten Password screen below and click Forgotten Password.



You should see the following message at the bottom of the screen below.

Your password needs to be changed – a new temporary one has been sent to your email address, please login using that (temporary password). YOU SHOULD ALLOW UP TO ONE HOUR FOR THE EMAIL TO ARRIVE. SOME EMAIL PROVIDERS ARE CLASSING THE RESET PASSWORD EMAIL AS SPAM SO PLEASE CHECK YOUR SPAM FOLDER.

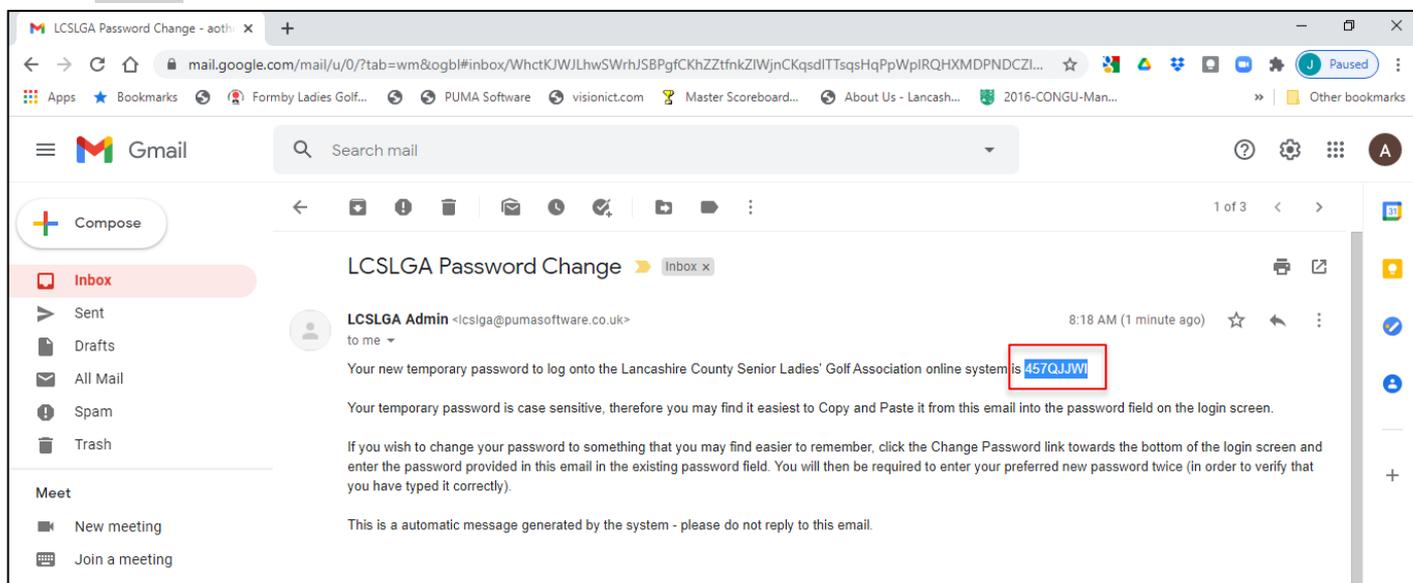


There are two potential problems. One is that the above message does not appear so members keep clicking the Forgotten Password box until the message does appear. If the message does not appear, before you click Forgotten Password again, check your email account. It is possible that the temporary password email is there.

The other problem is that the message does appear but that when members go to their email account there is no email in the inbox or spam so they hit the forgotten password box again, and again, and again!!! All that happens is that each password request is invalidated by the next one and by the time that members have applied for 5 passwords 4 of these are invalid and they feel so frustrated that they give up.

So save the frustration. Make one request and go and have a cup of tea! If the password hasn't arrived within an hour and is not in Spam or All Mail, email Jane Rogers at infolcslga@gmail.com and she will reset your password and email you back when she has done it.

Go to your email account where you will see an email from infolcslga@gmail.com allocating you a temporary random password. Highlight the temporary password which is shown in the email below with your mouse or stylus, copy it and then go back to the Forgotten Password screen above and click [Back to Logon Screen](#).



The screenshot shows a web browser window with the URL pumasoftware.co.uk/PumaSeniors/LVLogin?AcceptsCookies=OK. The page features the Lancashire County Senior Ladies' Golf Association logo, a red rose, and the title "Lancashire County Senior Ladies' Golf Association". Below the logo, there is a login form with the following fields and buttons:

- Email address:
- Password:
- Sign In button (red)
- Forgotten Password link (blue)
- Change Password link (blue)

You will be returned to the Log In screen where you input your email address again and then **paste** the temporary password into the Password field. Click the Sign In button to be directed to the Private Area of the website where you can browse all the Members' information. Once you have finished browsing click the Log Out button on the menu bar.

The alternative, which is quicker and means you can change your password before you log in, is to click on the Change Password link on the slide below.

Enter your email address, and then paste the temporary password into the "Current Password" field. Then create a password of your own choosing and confirm it. Click "Change Password" and you will be directed to the Members' Area of the website, where you can browse all the Members' information. Once you have finished browsing click the **Log Out** button on the menu bar.

The screenshot shows a web browser window with the URL <https://www.pumasoftware.co.uk/PumaSeniors/ChangePassword>. The page features the Lancashire County Senior Ladies' Golf Association logo, a red rose, and the title "Lancashire County Senior Ladies' Golf Association". Below the logo, there is a "Change Password" section with the following text and form fields:

Please enter your email address in the box below along with your current and new password. Re-enter your new password to confirm it and then press the Change Password button.

- Email address:
- Current Password:
- New Password:
- Confirm New Password:
- Change Password button (red)

If you are able to do this process on a Windows PC or Laptop and use Edge as your browser you have the ability to see what you have pasted as a password and what you have changed your password, so that if you have made any copying errors you will see them. You will also get the opportunity to save your password with Edge as you can with Google Chrome.

The screenshot shows a Microsoft Edge browser window with the address bar displaying <https://www.pumasoftware.co.uk/pumaseniors/home>. The website header features a red rose logo and the text "Lancashire County Senior Ladies". Below the header is a navigation menu with links for "LCSLGA", "Home", "Member Details", "Competitions", and "About". The main content area displays a red heading "Welcome to the Private Area of LC" followed by three paragraphs of text: "Please click on the menu bar above to access your Member Details and Competitions.", "Your Member Details are password protected so only you can read or change the information.", and "Under Competitions you will find the Entries you have requested, the Competitions you have got into, and the Startsheets and Results for each of the Competitions". A "Save password" dialog box is overlaid on the right side of the page, showing the email address "aother449@gmail.com" and the password "1234". The dialog box has "Save" and "Never" buttons.

If you don't want to save your password please make sure you make a record of it somewhere so you don't have to go through this all over again!!!!