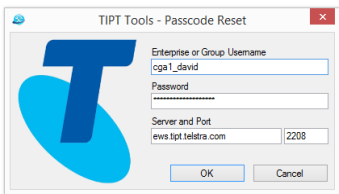


TIPT Tools (Passcode Reset Tool) – Quick Reference Guide

Using the Tool

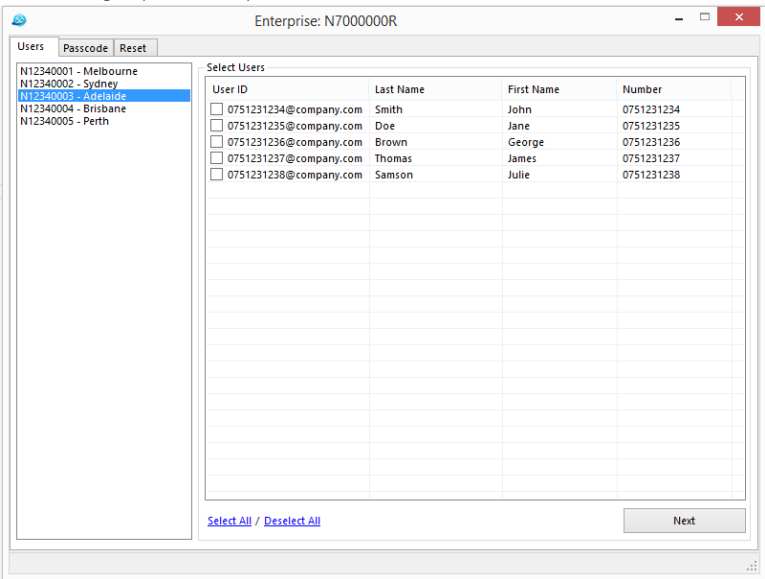
Login to the tool using your provided TIPT CEA (Customer Enterprise Administrator) or CGA (Customer Group Administrator) credentials.
If you do not have a login, contact the TIPT Helpdesk on 1800 648 116 to obtain one.



Enter your username and password into the login box provided.
You should not need to alter the server address and port as these will be prefilled, however if you should need to re-enter these addresses, use **'ews.tipt.telstra.com'** as the server address and port **'2208'**

Click **OK** to Login into TIPT.

Once logged in, the tool will enumerate all associated groups and users that you have access to. Select each group individually to see its associated users.



Select the users that you would like to reset by checking the box next to the entry.
You can click **'Select All'** to select all users for the currently selected group.

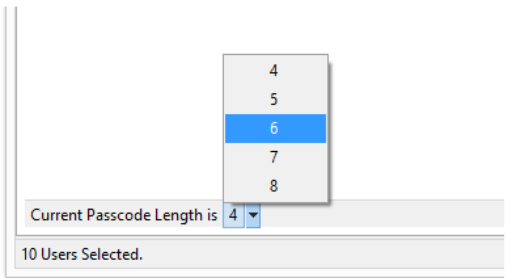
Select Users			
User ID	Last Name	First Name	Number
<input checked="" type="checkbox"/> 0751231234@company.com	Smith	John	0751231234
<input type="checkbox"/> 0751231235@company.com	Doe	Jane	0751231235
<input checked="" type="checkbox"/> 0751231236@company.com	Brown	George	0751231236
<input checked="" type="checkbox"/> 0751231237@company.com	Thomas	James	0751231237
<input type="checkbox"/> 0751231238@company.com	Samson	Julie	0751231238

Continue this process for each group and select users accordingly.
When you have selected all users that you would like to reset, click **'Next'**

The tool will automatically generate a new passcode for your users. You can select one individual passcode for all users, or generate a unique passcode for each user.



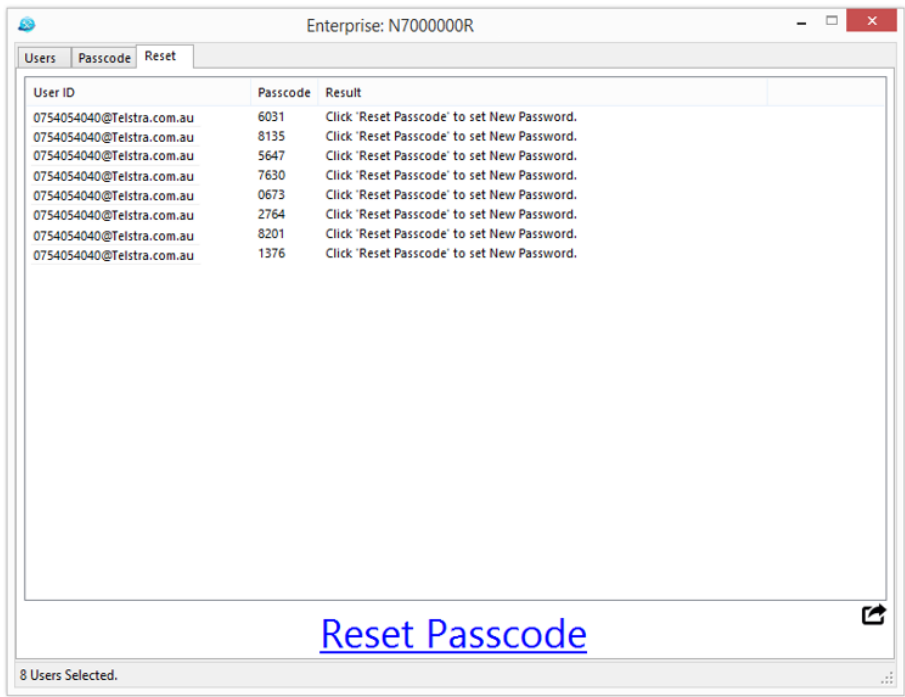
The passcode length can be altered by selecting a new value from this selection



Choose **'Click to Generate a New Passcode'** and then click **'Next'**
OR
Choose **'Generate a Unique Passcode for Each User'**

TIPT Tools (Passcode Reset Tool) – Quick Reference Guide

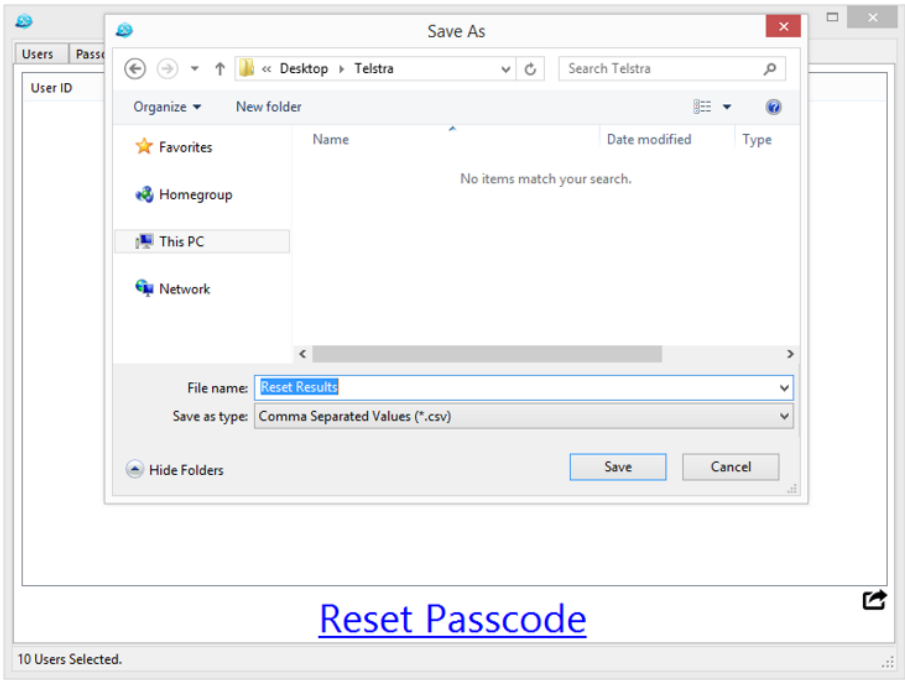
The reset table will show all users that you have selected to reset. You can click back to the 'Users' tab at any time to select or deselect users.



When ready to reset user accounts, click 'Reset Passcode'

The result of each reset attempt will be displayed in the 'Result' column.

Once complete, you can export the results to file by clicking the export icon. Choose an appropriate location on your computer and click 'Save' to store a copy of the passcode reset results.



Additional Help

For additional assistance using this tool, please refer to Telstra's Crowd Support website <http://crowdsupport.telstra.com.au/>

Alternatively, you can contact the TIPT Helpdesk on 1800 648 116