

# We have gone live! See the FAQs Below!

*I had an account on the previous system. Do I need to register for a new account on AWAReE?*

No. Almost all accounts were transferred to the new system. Your username is the email address that was on your account. Please use the "Reset Password" link on the PMP AWAReE site to create a new password. A reset password token will be emailed to you so you will simply follow the instructions in the email.

*I've received an "email invalid" when attempting to register.*

Due to security concerns, AWAReE will NOT confirm the existence of an email. Therefore, if the email is already in use, the system will respond with the "invalid email" message.

*I received an email confirming that my account has been successfully transferred, but I cannot log into the new system. What should I do?*

Please use the "Reset Password" link on the PMP AWAReE site to create a new password. A reset password token will be emailed to you so you will simply follow the instructions in the email.

*I am a delegate. Do I need to have my account approved by my supervisor again?*

Yes. While the supervisor/delegate relationship was maintained when your account was moved to AWAReE, your supervisor will have to re-approve you to run requests on their behalf.

## **Registration**

*Can I complete part of my registration and finish it later?*

It is recommended that once you start the registration process you complete it. There are three separate sections that must be completed before the user can successfully submit their registration for approval from the PMP Administrator. If you do not complete all sections, you will need to start the process over.

## **Password reset emails not received**

To reset your password, please utilize the following steps (If you do not receive the password reset email, please pay specific attention to the additional troubleshooting steps below.)

1. Navigate to the login page at <https://minnesota.pmpaware.net>
2. Click the "Reset Password" Link.
3. Enter your email address and click the "Request Password Reset" button.
  - a. You should receive a confirmation message at the top of the page.
4. Please be sure to close all open browser windows and tabs.
5. Follow the link in your email to change your password and log in.

## **Additional Troubleshooting:**

1. If you do not receive the email within 10 minutes, please check your Junk, Spam, or Clutter folder.
2. If the email is not found in your spam folder, please create a new contact in your address book for the following email addresses:
  - a. [no-reply-pmpaware@globalnotifications.com](mailto:no-reply-pmpaware@globalnotifications.com)<<mailto:no-reply-pmpaware@globalnotifications.com>>
  - b. [noreply@globalnotifications.com](mailto:noreply@globalnotifications.com)<<mailto:noreply@globalnotifications.com>>
3. Repeat steps 1-3 to request a new password reset email.

If the password reset link contained in the email is not clicked within 20 minutes, you may receive an "Invalid or Expired Token" error and will need to request a new password reset email.

If none of the above steps resolve your problem, please contact your IT department, Mail Server Administrator, or Internet Service Provider to ensure that a firewall or spam blocker is not interfering with receipt of messages from the above email addresses.

#### **How to Update Your E-mail**

- Login to your account and go to "User Profile" -> "My Profile"
- You should see two boxes that read "Change Email" and "Re-enter Email".
- If you see these fields, you can change your e-mail address by inputting it into both boxes, then hitting the blue "Save Changes" button at the bottom-right of the page.