

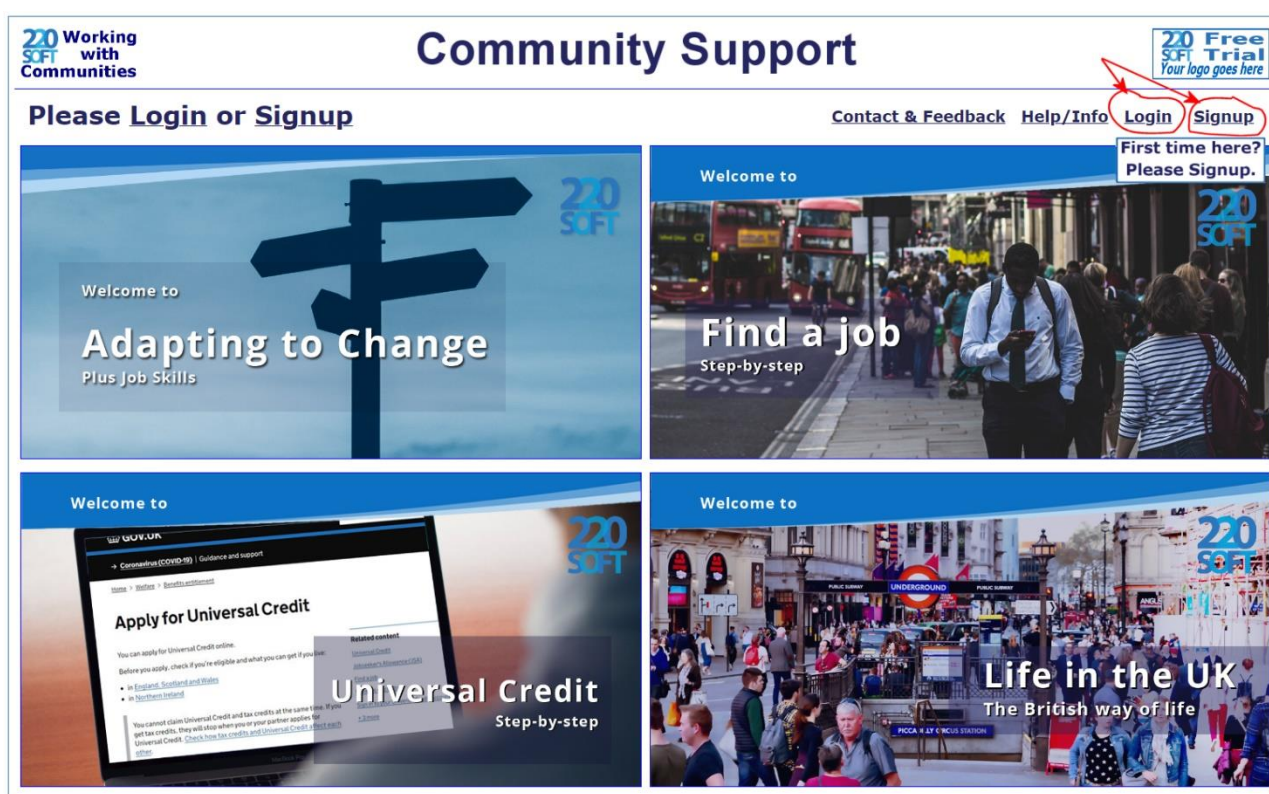
The 220 Soft Support Range

Signing Up and Logging in – A Quick Tour

This tour takes you through the signup and login processes of the **220Soft.support** collection for supporting communities.

First go to <https://220soft.support/communitytrial/communitysupport/>.

The screen that you see (shown below) has two choices on the links near the top – **Login** or **Signup**.




If this is your first time using the product you need to sign up using a unique number. In real situations, this can be any number of the organisation's choice, such as membership number or Library Card Number. To gain access to the full version trial collection and guides you need to sign up using one of our trial access numbers.


The number must be of the form TRIALxxxxxxx, where the eight x's are any digits from 0 to 9. You can use any digits and, by randomness, it will probably be unique. However, if your choice of digits is already allocated, you will be asked to enter a different number.

Clicking the *Signup* link highlighted on the image above takes you to the number-entry screen, shown on the next page:

Signing Up



Community Support



Please enter your trial access number.
 If you do not have a number, please [contact us](#) to request one.


If you have already signed up, you do not need to sign up again. Login ([Click Here](#)) and enter the Username and Password that you created.

Enter Number:


Type in your number (TRIAL followed by 8 random digits) and click the *Continue* button or press the *Enter* key to check the number.

Providing that the number is valid and not been used before you will move to the next page. If it doesn't work for either of these reasons you will be asked to try again.

The next page is the actual signup page:



Community Support



Please enter the details for number TRIAL47459834

What is Your forename?

What is your Surname?

Choose your Username:

Choose your Password: Show ☒

Confirm your Password: Show ☐

What is your Email?
Email is only used for password recovery.

Click "Login" to Save these details and Login.

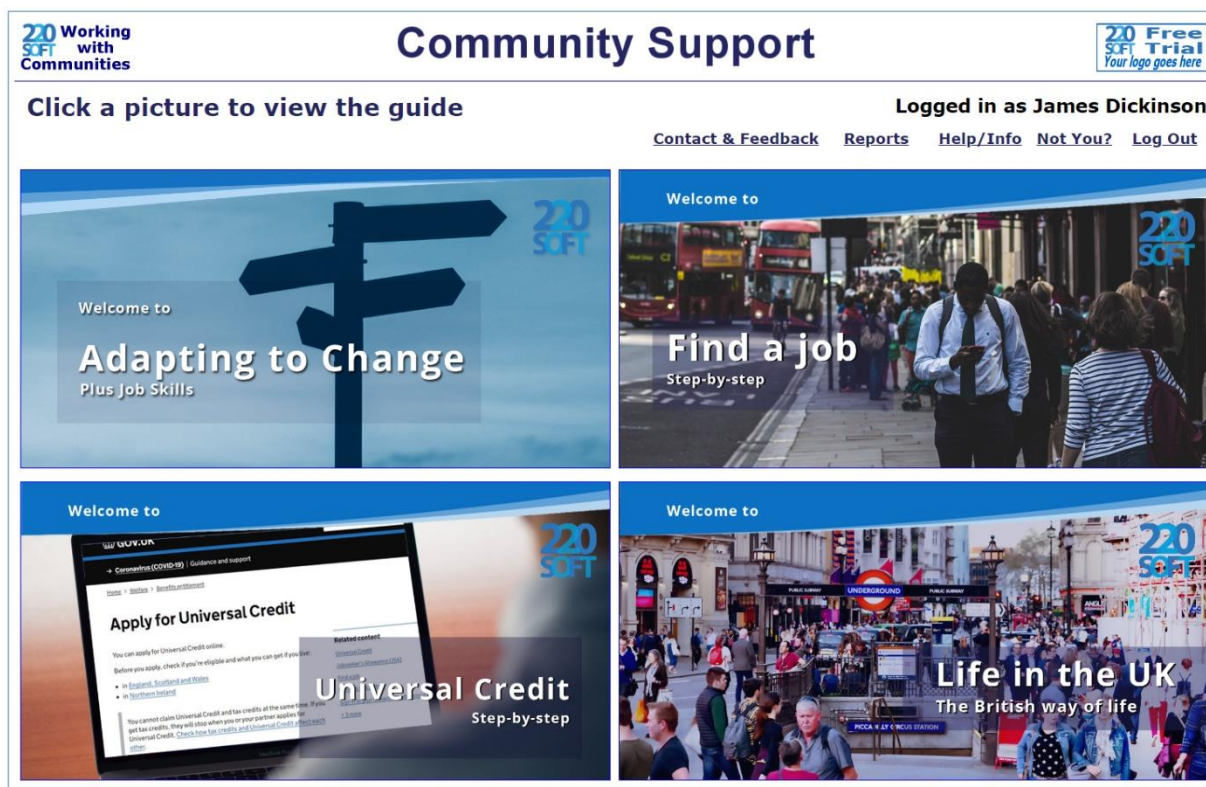
Note that the questions shown here are the standard questions. There may be additional questions on your signup page.

If you have left any empty, chosen a username that is already used or entered a password confirmation that doesn't match you will be warned.

If everything is correct **you will be automatically logged in** and returned to the main page, where you will see some differences to the options at the top right.

That is the one and only time that you need to signup. The next time that you want to use any of the guides you simply login with the username and password that you created. We'll look at what you can look at now that you are logged in, and then show how you how to log in next time that you want to use the guides.

Using the guides



When you are logged in, you will see your name at the top right of the screen. If someone else has been using the product before and their name is shown, you can click *Not You* to return to first screen to *Login* or *Signup* yourself.

There is also a link that will allow you to view and print Reports for the guide you are logged in to or any of the guides if you are using a collection. Hover over the link and select the report that you want from the drop-down list.

You can now click on the image (guides) or any of the images (collections) to go straight to the guide that you want to view.

Leaving a guide or collection

When you want to leave, click the *Exit* button on the guide and the Main Screen is still there for you to choose another without logging in again. The amount of the guide that you have read is shown in the status column and the time that you spent reading in time. These will be automatically saved and shown next time you log in.

Always log out when you have finished

When you finish, always **Log out** or **close the window**. This is especially important on public computers to stop other people using your account.

The next time you want to use the package


Once you have signed up, **you never need to enter all your details again.**

You just Login simply using your chosen username and password.


From the first screen that is shown in this document **click on Login.**



You will go to the login screen:



Community Support



Please enter your details to login [Change Password](#)

Enter the Username and Password that you chose when you signed up. If you haven't already signed up, [Click Here](#).

What is your Username? [Forgotten username? Click here.](#)

What is your Password? Show ☒ [Forgotten password? Click here.](#)

Enter your details and Click *Login*. You will be taken to the Main page, with your name showing that your details have been loaded. You can continue to use the product just as you did when you first signed up so you can access any guide. If your username isn't found or password incorrect you will be warned.

Forgotten details

If you forget your username, click the link and you will be taken to a *Recover Username* screen, which is similar to *Login* but you can use your email in place of your username. If you enter them correctly, you will be taken back to the login screen with the username completed for you so you can make a note of it.

If you forget your password (or username and password), click the link and we will send you an email to the registered address with a reset link in it. Click the link (or copy it into your browser) and you will be taken to a page where you can choose your new password. When you click *Reset Password* you will be taken to the login page with the details entered ready for you.

Always log out when you have finished

When you finish, always **Log out** or **close the window**. This is especially important on public computers to stop other people using your account.