



# Communication & Support Tools – Two

## COMMUNICATION & SUPPORT TOOLS

### Troubleshooting Common Login & Activation Issues

Even with a smooth onboarding process, Business Admins occasionally run into login or activation issues. Here's a quick reference for the most common problems — and how you can resolve them quickly.

#### Issue 1: Activation Link Has Expired

##### What's happened?

The default activation link expires after 48 hours (unless your instance has been customised).

##### How to fix it:

Advise the user to go to the login page and click '**Forgot password**'. This will trigger a new activation email.

Tip: If you sent the original link manually, you can also repeat the "Copy Activation URL" process and send a fresh link.

#### Issue 2: User Says "The Link Doesn't Work"

##### What's happening?

In most cases, the user is either:

- Clicking on an expired link
- Copying only part of the URL (missing characters)
- Already activated and trying to reuse the link

##### How to fix it:

Ask them to try logging in directly using their email and password. If needed, they can reset it via the '**Forgot password**' link.

#### Issue 3: Business Admin Can't Log In After Activation

##### What's happening?

In many cases, the user hasn't been assigned to a business — so their account is valid, but they can't access anything.

##### How to fix it:

Go to the **Business Directory**, find the relevant business, and use the '**Submissions**' tab to assign the Business Admin.

#### Issue 4: They've Forgotten Their Password

##### What to do:

Direct them to the login page and ask them to use the '**Forgot password**' link. This is the quickest and most secure method.

### General Tips

- Always check if the user has activated their account. In the DCMS, go to **Users** — activated accounts show a **green indicator**.
- If someone leaves the business, you can deactivate their account without deleting it — useful if they return later.
- When sending manual activation emails, include instructions about what to do if the link expires (see Article 2).