Preparing for the IGAM 5.5 Server Upgrade

R10112013

On September 21st the IGAM Servers were upgraded to accommodate the upcoming release of IGAM 5.5.

This server upgrade affected all applicants with existing accounts. All existing applicants should be notified that due to the server upgrade their passwords have been modified to all lowercase and can be changed once they log in.

To help make applicants aware of this update we are suggesting one of the two options:

1. Add the details on the landing page of your company's website.
2. Add the details to the IGAM Login page.

Adding the details on your company's website.

This option will require your organizations webmaster to update the site's login page text. This will allow you to update the applicants before they access the site of the steps required when logging in.

Listed below is some suggested language to add to the site:

IMPORTANT NOTE: On September 21st updates were applied to the application which will require you to type in your current password to the My Account page in ALL LOWERCASE letters.

Once you have accessed the site you can continue to use the existing password in all lowercase letters or update your password to include uppercase letters by selecting the **'Change Email/Password'** link in the upper left hand side of the site.

Adding the Details to the IGAM Login page.

This option requires updating the Global Preferences in the GAM portion of the software.

To access the Global Preferences please follow the steps below:

1. Login to GAM using the GFWGAM.EXE

2. Go to **Tools > Preferences**
3. Under the Applicant/Grantee View Category select **Options**.
4. Select the correct **Name** and **Site ID** (in some cases this will be listed as Default)
5. Select **Edit.**
6. From the **Links** tab under Messages locate the **Account Login** Instruction
7. Double click to open the Text portion of the message.
8. Update the message (sample text is listed below) and click **OK** to save these changes.

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9. Click **Save and Close** to exit Links tab and then close the Preferences.

Messages

	Message Type	Text
	Valid Tax ID Required	The Tax ID that you entered was not found in the IRS database. We cannot
	Tax ID Field Label	Please enter your Tax ID:
	Tax ID Instructions	
	Incomplete Quiz	Please answer all of the quiz questions so that we may accurately assess
	Submission Acknowledgement	Thank You! Your application has been submitted.
	Save and Finish Later	Thank you! Your application has been saved. You should receive an e-mail
	Recommender Instructions	
	Requirement Submission	Thank You! Your report has been submitted. You should receive an email
▶	Account Login Instructions	Please Sign In....
	My Applications Page Instructions	Testing My Application Page Instructions
	My Requirements Page Instructions	
	Email Instructions	

Steps to update the account password:

Once the applicant has accessed the My Account page they will have the option of updating the password from all lowercase letters to a combination of upper and lowercase.

1. Select the **Change E-mail/Password** link

2. In the **Change Password** section type in an updated password and retype the password into the **Confirm Password**.

3. Click **Update**.

If you have any questions on the solutions listed in this document please do not hesitate to contact MicroEdge Technical Support at 877-704-3343 or by email at helpdesk@microedge.com.