

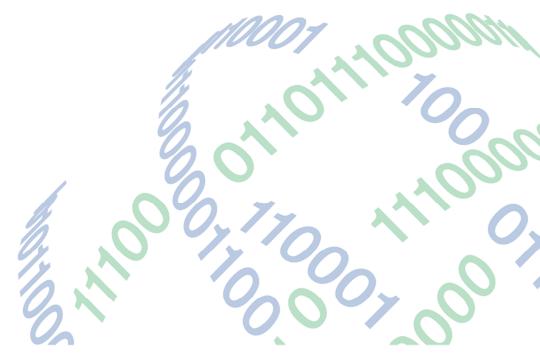
logicpath

C3 Financial Login Issues

2020

3325 Paddocks Pkwy, Ste 400 Suwanee GA 30024

info@logicpath.com ⊕ www.logicpath.com





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\$
1.877.495.0687
678.679.5191

info@logicpath.com ⊕ www.logicpath.com

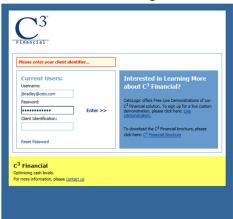
1. ISSUE: Error message: "Invalid login name and/or password"

- RESOLUTION: Verify that the user has been set-up on the User Management screen.
- RESOLUTION: Verify the username entered match that on the User Management screen.
- RESOLTUION: If the username matches the User Management screen, change the password on the User Management screen and have the user try to login again.

Clies Identification: Clies Identification: To download the C ³ Financial brochure, please	Client Identification:	Enter >>	
	Reset Password		

2. ISSUE: Error message: "Please enter your client indentifier"

- RESOLUTION: If you are using an email address as the username, verify that the user entered his/her full email address.
- RESOLUTION: If you are not using an email address as the username, veryify that the user entered the client identifier assigned to their institution in the Client Identification field.



3. ISSUE: Error message: Your profile has restricted privileges. Institution Regions Branches Logistics Users Roles Activity Upload

Your profile has restricted privileges. Please contact your C3 system administrator.

 \circ RESOLUTION: The user has not been given assigned to a branch within C³.

Usemame: First Name: Email:				
	Last Name: Role:		v Search	
First Name	Last Name	 Phone 	Email	
Rosemany Dan Troy Troy Danny West West	Abvell Barborich Beaumont Bewinnet Branch Blevins Bloomfield Bloomfield Branch	ed??)	Rosemary_stwell@cetodemo.org dbarborich@cetodemo.org etodemo.org Matt_Lahr@cetodemo.org damy_bervis@cetodemo.org etodemo.org Ruth_Reed@cetodemo.org	access the User Management screen, highlight the user in the User Directory and click the Permissions button.
Application Attributes	Troy Beaumont	Role: [®] bm	Permission	Select the check bix next to the Institution name if the User should have permission to all Regions and Branches. Click the folder next to the Institution name to expand for mix
				options. If Regions exist it will be displayed.
		Receive C3 Corresponder		Celect the check how payt to a Region(r)
Confirm Password:	••• 🧑 CETOCASH - Windows Inte	met Explorer provided by Cel	to and Associates	select the check box hext to a hegion(s) if the User should have permission to all the Branches within
	Attps://c3financial.cetolog	ic.com/admin/Permissions.a	sp?id+36&role_id+11	d
Personal Info				the Region(s).
First Name: [®] Troy				 Click on the Region to display more options.
Email: [®] cetod	end			 Select the appropriate branch or branches the user should have
				access to
Notes:				Click Save.
		/		
New Save Delete	Save Close		Institution- Region-	Branch
	Ceto Demo Institution			
		-	Ceto Demo Institution	
			Central Vault	
			Demo 01	
			Mall of Georgia	
			Peachtree Street	
			COPPETE ATM	



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