

Login & Password FAQs

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Credentials

Why can't I log In?

The details you have entered are incorrect.	At least one of 'Company ID', 'Username' and 'Password' have been entered incorrectly.
Too many attempts, your account has been locked. Check your email for details.	<p>You have incorrectly entered your password too many times and can no longer access your account. You will be sent two emails, one will contain your Company ID and Username and the second will contain a link with a reset key to unlock your account and set a new password.</p> <p>Note: The Reset Key you receive can only be used once and is invalidated as soon as you click the link. If you click the link and then do not update your password, you will need to request a new reset key by following the same procedure as before.</p>
Your account is currently locked, check your email for details.	You have entered the correct password, but have previously incorrectly entered your password too many times and your account has therefore been locked. Please check your emails.

What are my company ID and Username?

Both your company ID and Username will have been sent in a welcome email when your account was activated. If you no longer have access to those details, you can click **Forgotten Details** from the login screen and then enter your email address. This will send you two emails, one will contain your Company ID and Username and the other will contain a link to reset your password.

Who is my administrator and how can I contact them?

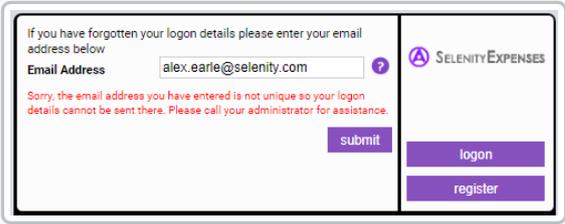
For guidance on contacting your local administrator, view [Contact your Local Administrator](#).

Password

How do I reset my Password?

From the Selenity Expenses Login page, click **Forgotten Details**. This will allow you to enter your email address, which when submitted, will send you two emails that contain further instructions on how to reset your password.

Why can't I use the Forgotten Details feature?

Error Message	Error
"Sorry, the email address you have entered is not unique so your logon details cannot be sent there. Please call your administrator for assistance."	My email address is not unique and is being used by another user account 
"Sorry, the email address you have entered does not exist. Please call your administrator for assistance."	My email address was not found
"Your account is currently archived, please call your administrator to un-archive your account and reset your password."	My user has been archived
"Your account is currently waiting to be approved, please call your administrator to have your account activated."	My user has not yet been activated
"Your account is currently locked, please call your administrator to unlock your account and reset your password."	My user is locked

If successful, a message should display "Thank you, you will shortly receive an email with instructions on how to reset your password."

How do I reset my password while logged in?

You can change your password whilst logged into Selenity Expenses. From the homepage, click on **My Details | Change My Details**. Locate and click **Change Password**. Guidance on your password policy will be displayed directly below to help you enter valid credentials.

Emails

Why am I not receiving any password reset emails?

The email address set on your employee record may be incorrect. To confirm, navigate from the homepage to **My Details | Change My Details**. Under the 'Employment Contact Details' section you will see the 'Email Address' field. If the email address entered in this field is incorrect, enter the correct email address and then click **Save** at the bottom of the page.

Why am I receiving an unlock account email?

If your password is entered incorrectly too many times, your account will be locked and must be unlocked by your administrator. You will be sent an email to confirm when this has happened and then you will be able to log back into your account.

Other

Why is Selenity Expenses not displaying correctly on Internet Explorer 11?

This is likely caused by compatibility issues. In order to use Selenity Expenses in compatibility mode, you will need to add the Selenity Expenses URL to the compatibility list.

1. Log into Selenity Expenses using Internet Explorer and then click the tools icon  in the top right corner of the browser or alternatively, press (Alt + X).
2. Click 'Compatibility View Settings'. This will open a window where you can add websites to the Compatibility View. The Selenity Expenses URL should automatically be populated into the field (sel-expenses.com).
3. Click **Add** which will add the Selenity Expenses website to the Compatibility View.
4. Click **Close**.

Can I speak with someone about my issue?

Yes. You are able to chat with someone using the bot on the Selenity Expenses Login page by clicking the bot icon and then clicking **Chat Now**.
