

AvrefWeb Login Help

Most Common Login Questions:

Question1) When I attempt to login, I see the message 'That username is currently logged in'.

Answer) This can happen if you have logged into the system and then closed the browser without first logging out. To correct this, wait approximately three minutes and try the login again. This should allow time for the system to reset your login credentials.

Question2) I was instructed to change my password. I followed the steps to accomplish that, but I cannot login using my new (or old) password.

Answer) When you change your password, an email will be sent to the email address associated with your account. You must open this email and click on the link contained in the message to activate your new password. Once you do this, your new password should be functional.

Question3) I cannot remember my password.

Answer) Click on the 'Forgot Password' link on the AvrefWeb login screen and enter your username. Then answer the challenge question that you established when you registered for the AvrefWeb service. An email containing your password will be sent to your registered email address.

About User Id's and Logins:

To prevent unauthorized access to the AvrefWeb system, your computer's Internet IP address will be recorded and monitored.

Each subscription includes access for two (2) login ID's at the same physical location. It is important to note that the login ID is tied to the Internet IP address of the computer that you first use to access the AvrefWeb system. In effect, you are limited to access from two computers only. However, if you have a static IP address at your business, your login ID can be used at any of the computers on the network, but you cannot be logged in at more than one computer at any given time with the same login ID.

You can use the same login ID on a second computer (i.e. your home computer), but you will need to contact RDS and request activation on this computer. If you do this, you will have used both of your login/computer licenses.

You must allow the AvrefWeb system to place a 'first-party' cookie on your computer. Once you have logged into the system, a cookie will be placed on your computer. The cookie is used to verify that this particular computer was previously granted access to the system. This is useful if your IP address should happen to change, as it will allow you to access the system without contacting RDS. If you are using a laptop computer, having a cookie set on the machine will allow you to utilize the computer from various locations when traveling. Once you have logged into the system, a cookie will be placed on your computer.

If you forget your password, click on the 'Forgot Password' link on the login screen and enter your username. Your password will be sent to the email address associated with your account.

The 'Change Password' link on the login screen will allow you change your login password at any time. Simply follow the prompts to make the change.

Placing a checkmark in the 'Remember me next time' box will allow you to switch to other websites and return to the AvrefWeb system without having to log back in.

If you need to access the AvrefWeb system from more than two computers at your facility, you will need to purchase additional licenses.

If you need access to the AvrefWeb system from additional locations, you will need to purchase an additional facility license for each one.