

Registering with the new Support Centre for *TimeTabler*, *Options* and *StaffCover*

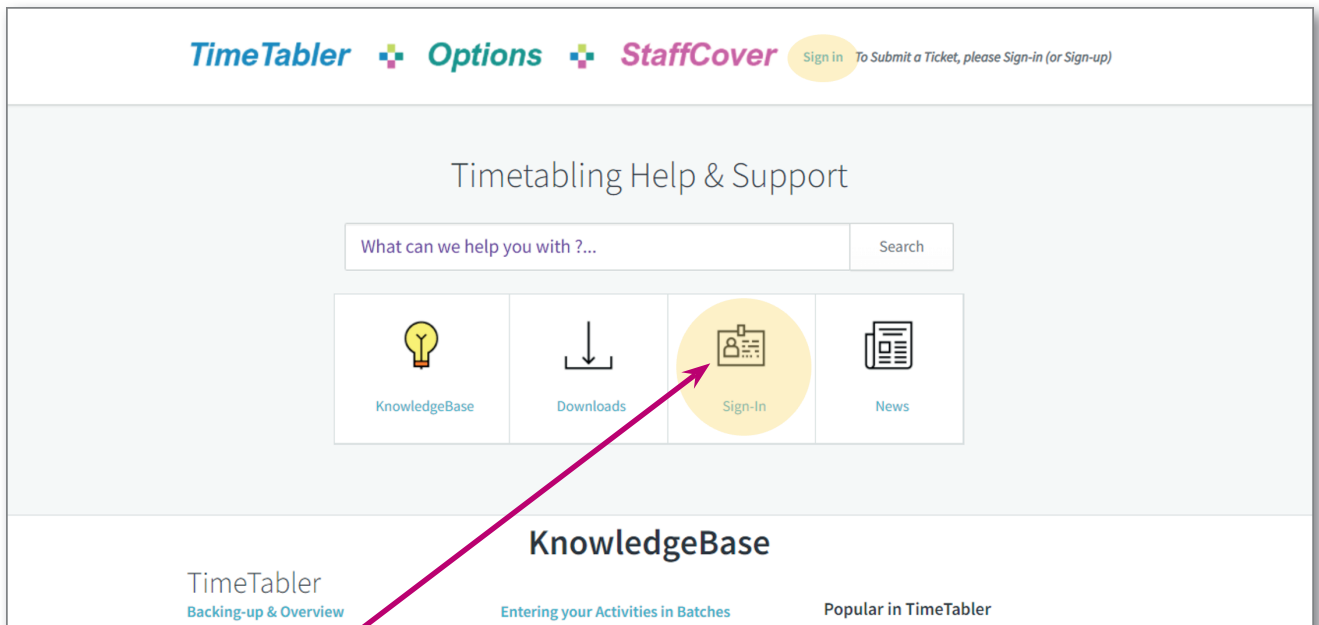
After the weekend of 10-13 December 2021 the address of our Support Centre changes to:
www.timetabler.com/mysupport

There will be no other change ...the same staff will be available to help you, as before.
And you will have the same access to all the same features & support (to ask us a question, search and read articles from our KnowledgeBase, etc).

After the change-over you will login using your **email address** (rather than a user-name) and this means that you will first have to re-register, once, as follows:

1.

Click on www.timetabler.com/mysupport to go to the new Support Centre:

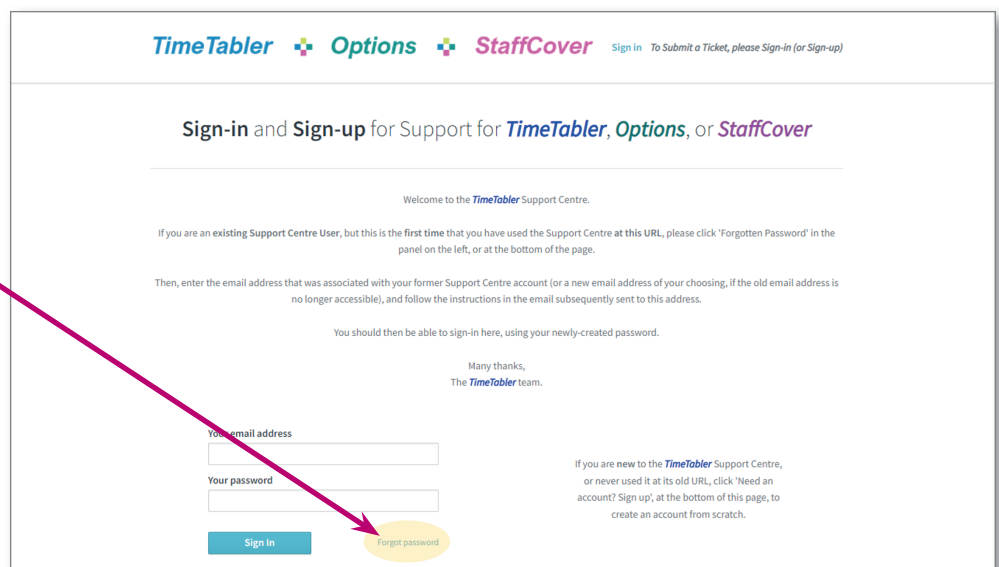


2.

Click on the 'Sign in' button,

to see this screen:

On this screen click on
'Forgot password'



3.
On the new screen, enter the email address that you will use to access the Support Centre in future:

Forgot Password

Please enter your email address

Email Address

sampleuser@lauranorder.co.uk

Recover Password

Then click on 'Recover Password':

4.
You will then receive an email, with a link, like this:

Reset password for October ReSolutions helpdesk

We received your request to reset your password. Please follow this link to reset your password:

<https://timetabler.kayako.com/Auth/ResetPassword/JCI5drbz5PsMWnZ4d0aad86162fdb5ece489b>

Please note, this reset link will automatically expire within one day

Cheers,
The October ReSolutions Team

Just click on the link:

5.
You are taken to this screen, where you should enter a Password:

Create a password

You'll use this password to sign in to October ReSolutions.

Enter a password

8 character(s) minimum
1 number(s)

1 upper case letter(s)
1 special character(s)

Set password

(Make it easy to remember. Do not use the same password as something important like your Bank access.)

Then click the 'Set password' button:

6.
Back at the Sign in screen (as in step 2) you can now use your email address and your new password to sign in.

Sign-in and Sign-up for Support for *TimeTabler*, *Options*, or *StaffCover*

Welcome to the *TimeTabler* Support Centre.

If you are an existing Support Centre User, but this is the first time that you have used the Support Centre at this URL, please click 'Forgotten Password' in the panel on the left, or at the bottom of the page.

Then, enter the email address that was associated with your former Support Centre account (or a new email address of your choosing, if the old email address is no longer accessible), and follow the instructions in the email subsequently sent to this address.

You should then be able to sign-in here, using your newly-created password.

Many thanks,
The *TimeTabler* team.

Your email address
sampleuser@lauranorder.co.uk

Your password

Sign In

Forgot password

If you are new to the *TimeTabler* Support Centre, or never used it at its old URL, click 'Need an account? Sign up', at the bottom of this page, to create an account from scratch.

If you've contacted us before, you'll probably already be registered. Get your password.
[Need an account? Sign up.](#)

This gives you access to all the usual free valuable support.