

Logging in to admin

Genkgo provides customers with an unlimited number of accounts to login in the admin. There is no fee per account. Genkgo does not provide personal support to individuals logging in to the admin. That is impossible for multiple reasons. First, it is not possible for Genkgo to verify that the person that is requesting login support is who he says he is. This is only possible by people within the organization itself. Without such certainty, Genkgo cannot assure that it would be providing access to an authorized person. Secondly, this is disproportionate to the fee charged by Genkgo.

This means specifically that the client is responsible for

- providing the right access to the right people;
- sending password emails to people who have lost their password;
- the withdrawal of privileges if someone does not have the correct privileges;
- activating 2-factor authentication and preparing the organization for using this additional step during login;
- providing support for activating 2-factor authentication;
- resetting 2-factor authentication if a person can no longer access the device that was used for this purpose.

Genkgo provides documentation to these matters. When documentation concerning such matters is lacking clarity, the contact person of the client can request Genkgo to improve the documentation.

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