## **GiftWrap Password Resets**

Revised: 02-14-18

# **EXTERNAL Users** – Hosted/Saas Client

#### A] GiftWrap Username is "Administrator"

- Use Forgot Password link
- Or PG Calc can reset using the appropriate Sys App (please mention Forgot Password link to user)

#### <u>GiftWrap Sys App – Hosted users:</u>

**Production** URL for **GW hosted Clients**: (Note that both GW and Beq clients will be visible) <a href="https://giftwrap.pgcalc.com/GWSystem/Login.aspx">https://giftwrap.pgcalc.com/GWSystem/Login.aspx</a>

**Production** URL for **Beq hosted Clients**: (Note that both GW and Beq clients will be visible) <a href="https://bequest.pgcalc.com/BequestSystem/Login.aspx">https://bequest.pgcalc.com/BequestSystem/Login.aspx</a>

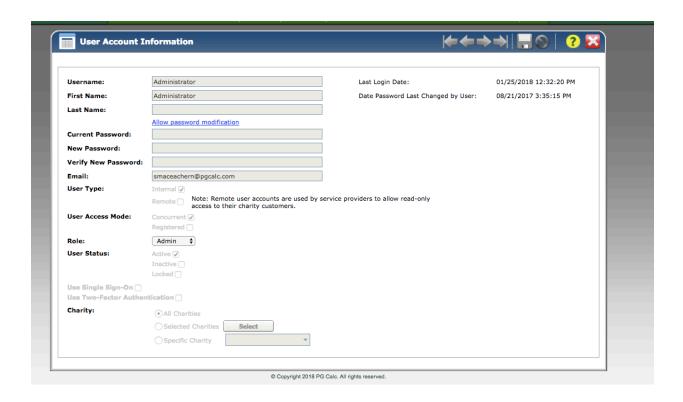
**Production** URL for **Wells Fargo** - Platinum <a href="https://wf.pgcalc.com/GWSystem/Login.aspx">https://wf.pgcalc.com/GWSystem/Login.aspx</a>

**Production** URL for **Comerica -** Platinum <a href="https://comerica.pgcalc.com/GiftwrapSystem/Login.aspx">https://comerica.pgcalc.com/GiftwrapSystem/Login.aspx</a>

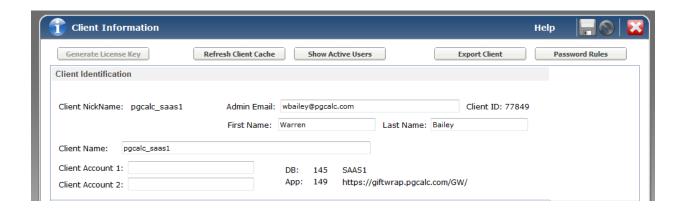
## B] GiftWrap Username is NOT Administrator

- Use Forgot Password link
- Contact the GiftWrap Administrator at the charity (you may locate the name and email in Sys App)

Note: Every Hosted Client has one user account called "Administrator" and this username cannot be changed.



• PG Calc controls the First Name, Last Name and Email for the Administrator account. This happens in the appropriate GiftWrap System Application as shown in the screen shot below:



- Clients can have more than one account with Administrator rights by setting the role to "Admin" (but only one user account can be named "Administrator")
- One account with Admin rights can reset password for the Administrator, or for other users

## **EXTERNAL Users** – Evaluations

### A] GiftWrap Username is "Administrator" (most likely case with Evals)

- Use Forgot Password link
- PG Calc can reset using Sys App

#### GiftWrap and Bequest Sys App:

**Eval** URL for **GW evals**: (Note that both GW and Beq evals will be visible)

https://eval.pgcalc.com/GiftWrapSystem/login.aspx

**Eval** URL for **Beq evals**: (Note that both GW and Beq evals will be visible)

https://eval.pgcalc.com/BequestSystem/Login.aspx

## B] GiftWrap Username is NOT Administrator (not likely with Evals)

- Use Forgot Password link
- Contact the "Administrator" username associated with the Eval (you may locate the name and email in Sys App)

## **EXTERNAL Users** – Enterprise Clients

PG Calc cannot reset passwords for Enterprise clients. They are running their own version of GW on their own server and PG Calc has no access.

Note: The URL in the password reset email may not be current. Have the Administrator confirm the URL is correct.

#### A] GiftWrap Username is "Administrator"

- Use Forgot Password link
- Use their own Enterprise System App to reset the Administrator password
- If they are completely stuck, refer to Dev (Ellen or Warren)

#### B] GiftWrap Username is NOT "Administrator"

- Use Forgot Password link
- Contact their own GiftWrap Administrator
- If they are completely stuck, refer to Dev (Ellen or Warren)

## **INTERNAL Users** – Gift Administration

Gift Administration clients (databases) start with "GA". For example, GAGiftAdmin, GAPNCBank, etc. There are some Gift Admin customers who log into a Gift Admin database with read-only rights. These users are considered internal users as well.

#### A] GiftWrap Username is "Administrator"

- Use Forgot Password link (except for BofA)
- PG Calc can reset using Sys App (see Admin Nancy, Ellen)

#### <u>GiftWrap Sys App – Gift Administration:</u>

**Production** URL for **GiftWrap Gift Admin**:

https://giftwrap.pgcalc.com/GWAdminSystem/Login.aspx

**Production** URL for **GiftWrap Gift Admin Bank of America**:

https://gaboa.pgcalc.com/GWAdminSystem/Login.aspx

#### B] GiftWrap Username is NOT "Administrator"

- Use Forgot Password link (except for BofA)
- PG Calc Administrator can reset (see Admin Nancy, Louise, Ellen, Tina)

Note: Bank of America accounts (GAMLAdmin, GABoaE, GABoaW) can't use Forgot Password link; they've opted to disable it.

### INTERNAL Users – Evaluations

#### A] GiftWrap Username is "Administrator" (most likely case with Evals)

- Use Forgot Password link
- PG Calc can reset using Sys App (see Client Services)

### GiftWrap and Bequest Sys App - Eval:

Eval URL for GW evals: (Note that both GW and Beg evals will be visible)

https://eval.pgcalc.com/GiftWrapSystem/login.aspx

**Eval** URL for **Beg evals**: (Note that both GW and Beg evals will be visible)

https://eval.pgcalc.com/BequestSystem/Login.aspx

## B] GiftWrap Username is NOT "Administrator" (not as likely with Evals)

- Use Forgot Password link (except for BofA)
- Find the Administrator user for the eval (this can be found in the Sys App)