

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)

GiftWrap Sys App – Hosted users:

Production URL for **GW hosted Clients:** (Note that both GW and Beq clients will be visible)

<https://giftwrap.pgcalc.com/GWSystem/Login.aspx>

Production URL for **Beq hosted Clients:** (Note that both GW and Beq clients will be visible)

<https://bequest.pgcalc.com/BequestSystem/Login.aspx>

Production URL for **Wells Fargo - Platinum**

<https://wf.pgcalc.com/GWSystem/Login.aspx>

Production URL for **Comerica - Platinum**

<https://comerica.pgcalc.com/GiftwrapSystem/Login.aspx>

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.

User Account Information

Username: Administrator Last Login Date: 01/25/2018 12:32:20 PM

First Name: Administrator Date Password Last Changed by User: 08/21/2017 3:35:15 PM

Last Name: [Allow password modification](#)

Current Password:

New Password:

Verify New Password:

Email: smaceachern@pgcalc.com

User Type: Internal ☒ Remote ☐ Note: Remote user accounts are used by service providers to allow read-only access to their charity customers.

User Access Mode: Concurrent ☒ Registered ☐

Role: Admin

User Status: Active ☒ Inactive ☐ Locked ☐

Use Single Sign-On ☐

Use Two-Factor Authentication ☐

Charity: ☒ All Charities ☐ Selected Charities ☐ Specific Charity

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- 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:

Client Information Help

Client Identification

Client NickName: pgcalc_saas1 Admin Email: wbailey@pgcalc.com Client ID: 77849

First Name: Warren Last Name: Bailey

Client Name: pgcalc_saas1

Client Account 1: DB: 145 SAAS1

Client Account 2: App: 149 https://giftwrap.pgcalc.com/GW/

- 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)

GiftWrap Sys App – Gift Administration:

Production URL for **GiftWrap Gift Admin:**

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

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

<https://gabo.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 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 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)