



# Logging in to EvaluationWeb®

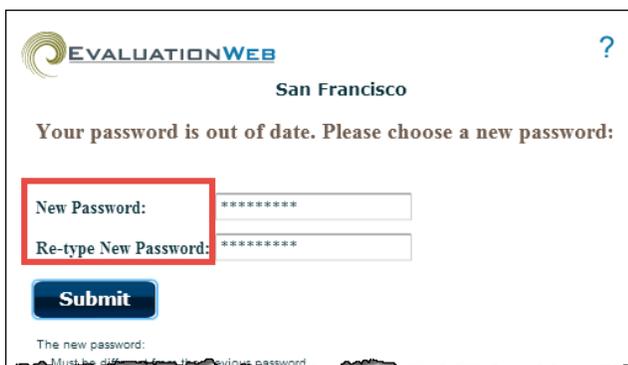
## Before Logging In

- Certain login violations will lock or disable your account. See [Account Security](#) below for more info.
- Your web browser must have pop-ups enabled for EvaluationWeb. See [Enabling Pop-ups](#) below.
- Use one of the compatible browsers below to load EvaluationWeb pages correctly:
  - Internet Explorer 11
  - Edge
  - Firefox
  - Chrome
  - Safari
  - Opera

## Logging in for the First Time

You will receive two emails when your account is created. One contains your User ID and the other contains a link.

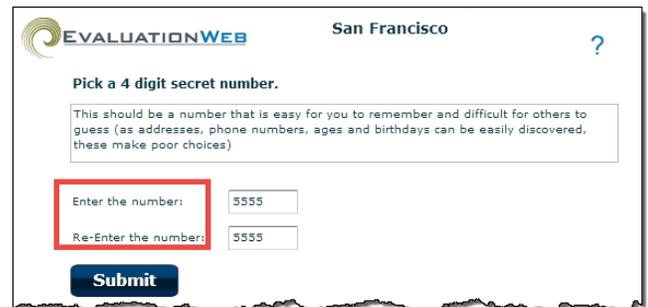
1. Open the email containing the link and click it.
2. Type a **New Password** and then **Re-type New Password** in the create password window.



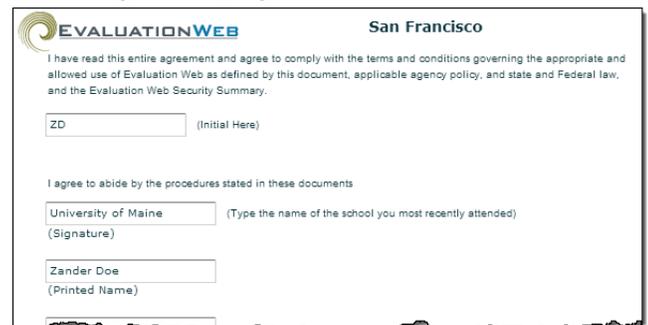
**Note:** Passwords must include:

- Nine or more characters
- At least one uppercase *and* lowercase letter
- At least one number *or* at least one of these:  
! @ \$ % ^ & \* ( ) \_ - + = < > ? /
- At least one space

3. Click **Submit**.
4. Type a code in the **Enter the number** and **Re-Enter the number** boxes of the “Pick a 4 digit secret number” window.

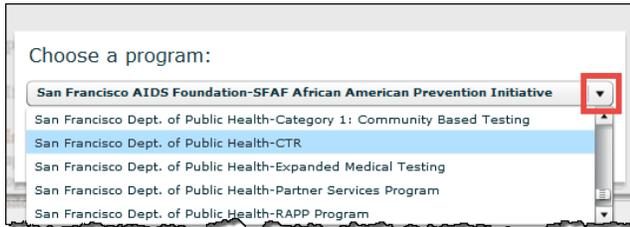


5. Click **Submit**.
6. Read the Rules of Behavior page and click **Next**.
7. Type the requested information in each box of the signature page.



8. Click **Submit**.

- Click the program arrow in the “Choose a program” dialog box and select the appropriate program.



**Note:** Depending on how your account is set up, you may not see this dialog box. Instead, you will be logged in immediately when you click **Submit** and you will not have to perform this or the next step.

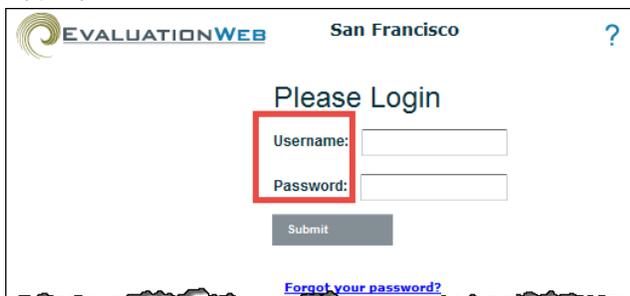
- Click **OK**.  
*Result:* EvaluationWeb opens in a new browser window.

### Logging in After the First Time

- Go to EvaluationWeb.com.
- Click the jurisdiction arrow and select a jurisdiction.

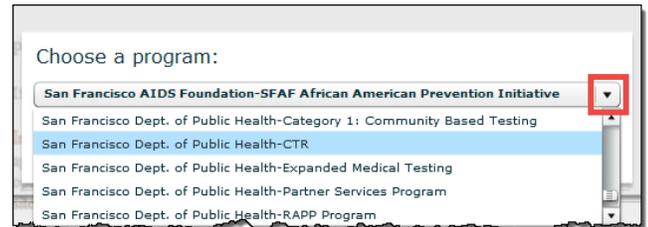


- Click **Go**.
- Type your **Username** and **Password**.



- Click **Submit**.
- Select your 4-digit code and click **Submit**.

- Click the program dropdown arrow in the “Choose a program” dialog box and select a program.

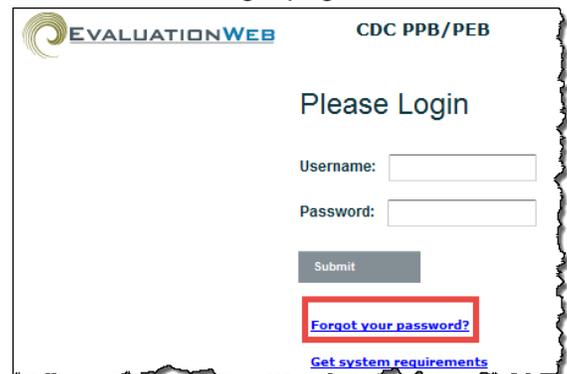


**Note:** Depending on how your account is set up, you may not see this dialog box. Instead, you will be logged into EvaluationWeb immediately when you click **Submit** and you will not have to perform this or the next step.

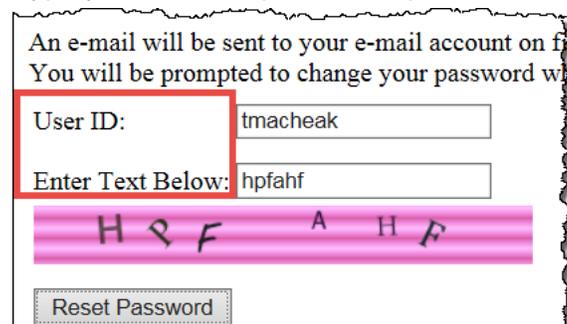
- Click **OK**.  
*Result:* EvaluationWeb opens in a new browser window.

### Forgotten Password

- Click **Forgot your password?** on the EvaluationWeb login page.



- Type your **User ID** plus the requested text.

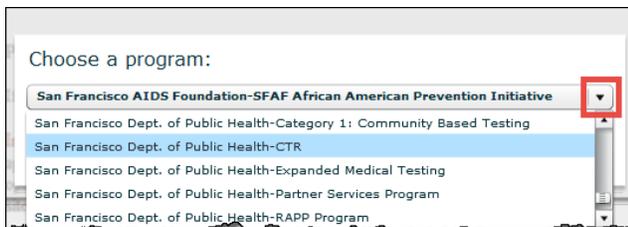


- Click **Reset Password**.  
*Result:* A link is sent to your email account.
- Click the link in the email.

5. Type a **New Password** and then **Re-type New Password** in the password creation window.



6. Click **Submit**.
7. Select your 4-digit code and click **Submit**.
8. Click the program dropdown arrow in the "Choose a program" box and select a program.



**Note:** Depending on how your account is set up, you may not see this box. Instead, you will be logged in immediately when you click **Submit** and you will not have to perform this or the next step.

9. Click **OK**.  
*Result:* EvaluationWeb opens in a new browser window.

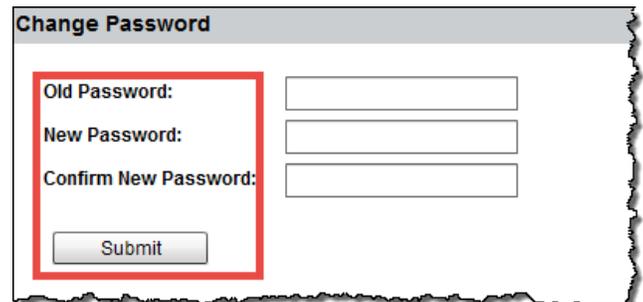
## Changing Your Password

1. Click **Personal Settings** on the main menu.

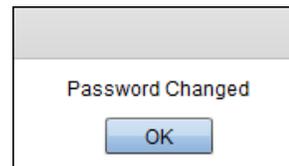


**Note:** Some users may need to click the **Other** button instead of **Personal Settings**.

2. Click the **Change Password** button.
3. Type the requested info in the Change Password window, and then click **Submit**.



*Result:* A confirmation dialog box opens.



4. Click **OK** in the dialog box.

## Account Security

### Account Locking

- Five consecutive failed login attempts (where you type an incorrect password or incorrect secret 4-digit code) within a two-hour period will lock your account.
- If your account gets locked, EvaluationWeb requires you to wait 15 minutes before you can try to login again.
- Your EvaluationWeb administrator cannot unlock your account during the 15-minute waiting period.
- If you don't remember your password, you can create a new one by clicking the [Forgot you password?](#) link on the login page as described in Forgotten Password above.
- Changing your password too often can contribute to your account being locked.

### Account Disabling

- Your account will become disabled after 60 days of non-use.
- Avoid sharing your user name and password at all cost. Doing so is a security breach leading to possible account disabling. See the EvaluationWeb [Rules of Behavior](#) for more information.
- Contact [Luther Consulting Support Services](#) to have your account re-enabled.

## Enabling Pop-ups

You Web browser must have pop-up windows enabled for EvaluationWeb in order to load EvaluationWeb pages correctly. The following table shows how to enable pop-up windows for various browsers.

Browser	How to Enable Pop-Ups
Internet Explorer	<p>When a pop-up is blocked, this message displays below the address bar:            "Pop-up blocked. To see this pop-up or additional options click here..."</p> <p>Click the bar, and then choose "Always Allow Pop-ups from this site."</p>

Browser	How to Enable Pop-Ups
Firefox	<p>If pop-ups are blocked, an icon with a yellow background and an exclamation point will appear in the lower right corner of your browser.</p> <p>Click the icon and a window will display with your allowed websites. Make sure that you see <b>cdc-ew.lutherconsulting.com</b> in the text field.</p> <p>Click <b>Add</b>, and then click <b>OK</b>.</p> <p>Click the refresh button in this window, and then click the <b>OK</b> button to the message that displays.</p>
Chrome	<p>If pop-ups are blocked, an icon with a red "X" will display in the address bar.</p> <p>Click the icon to see a list of blocked pop-ups, and then click the link for <b>cdc-ew.lutherconsulting.com</b>.</p> <p>Next, select "Always show pop-ups from cdc-ew.lutherconsulting.com."</p>

## Getting Help

- See the computer-based course [Logging in to EvaluationWeb](#) on the EvaluationWeb help page for more login details.
- Contact Luther Consulting Support Services for login help at:
  - [help@lutherconsulting.com](mailto:help@lutherconsulting.com)
  - 866.517.6570 option 1.