

Transcript: Sara

Marulanda-5149823664603136-5110713692405760

Full Transcript

LexisNexis risk solution. Your call may be monitored or recorded for quality purposes. If you are a federal government customer, press 1. All other customers, press 2. For assistance with your ID or password, including IP address maintenance and the forgot password feature, press 1. For assi- Are you calling to reset your password? If so, why wait on hold? You can use the forgot password feature located on the product sign-on screen to access quickly and easily. If you cannot locate this feature or if you have questions, please wait to speak with a representative. Thank you for calling LexisNexis. This is John. May I have your user ID, please? Hello, John. Um, I barely can hear you. Could you repeat that for me? Yes. Yes. Uh, may I have your user ID? Okay. Um, what, S-M-A-R-U-L-A-N-D as in delta A. Smarulanda. Thank you. What is your company's name and your first and last name? Okay. BenefitsNet Card. And my name is Sara, S-A-R-A. Last name Marulanda, M-A-R-U-L-A-N-D-A. Thank you, Sara. And what is your work email and callback number? Um, my email is sara.smarulanda@benefitsnetcard.com. And callback number is 864-534-2659. Thank you. You may receive a random survey after this. I sent you a one-time passcode to your email. Once you have that, read it back to me for validation. Okay. Give me a chance. A minute, please. Take your time. Hmm. Nothing yet. Usually it takes time. I'm sorry? Um, usually it takes time. It may because of the VPN or security firewall. Just keep on refreshing. You may also check your spam folder or junk file. Okay. Let me check my junk. Okay. I got it. Uh, 789362. I'm checking. That is valid. And may I know how can I help you today? Yeah. Um, I changed the password last, uh, Wednesday, I think so. Now it's not working. And well, I haven't been able to use the LexisNexis and here at my work and I have a lot of work to do. Yes. If you just..... please. I'm sorry. Go ahead. Sorry for interrupting. Yes. Um, I had just removed the suspension because you were suspended due to five consecutive login failures today. You may receive a one-time passcode or temporary password now. Just check your inbox, spam folder and junk file. Just copy and paste it. Make sure no extra spaces when you do it. I got it. Uh. Yeah. Let me see. Okay. Hold on. That one has a. at the end. Okay. Hold on. The whole thing. Take your time. Oh. Now I'm able to put my password or the temporary password, the one you just sent me? Uh, the temporary password that you have received. And make sure no extra spaces when you copy and paste it. Okay. When creating a new password, it must be unique. You are not allowed to use your old ones. And check that now. I think I change it. Yes. Okay. That's perfect. Your new- Yeah. I'm sorry? Your new password is... Yes. Your new password is valid for 90 days. Okay. Avoid going beyond two failed login attempts when you do the forget the password feature, and that way your ID will not be locked out. Can you confirm if you can now access the homepage page? No. I think that's all for now. I was able to change the password. Okay. Thank you, Sara. And have a great day. Bye-bye. You as well. Thank you. Thank you for your help. Bye-bye. Okay. okay.

Conversation Format

Speaker None: LexisNexis risk solution. Your call may be monitored or recorded for quality purposes. If you are a federal government customer, press 1. All other customers, press 2. For assistance with your ID or password, including IP address maintenance and the forgot password feature, press 1. For assi- Are you calling to reset your password? If so, why wait on hold? You can use the forget password feature located on the product sign-on screen to access quickly and easily. If you cannot locate this feature or if you have questions, please wait to speak with a representative. Thank you for calling LexisNexis. This is John. May I have your user ID, please? Hello, John. Um, I barely can hear you. Could you repeat that for me? Yes. Yes. Uh, may I have your user ID? Okay. Um, what, S-M-A-R-U-L-A-N-D as in delta A. Smarulanda. Thank you. What is your company's name and your first and last name? Okay. BenefitsNet Card. And my name is Sara, S-A-R-A. Last name Marulanda, M-A-R-U-L-A-N-D-A. Thank you, Sara. And what is your work email and callback number? Um, my email is sara.smarulanda@benefitsnetcard.com. And callback number is 864-534-2659. Thank you. You may receive a random survey after this. I sent you a one-time passcode to your email. Once you have that, read it back to me for validation. Okay. Give me a chance. A minute, please. Take your time. Hmm. Nothing yet. Usually it takes time. I'm sorry? Um, usually it takes time. It may because of the VPN or security firewall. Just keep on refreshing. You may also check your spam folder or junk file. Okay. Let me check my junk. Okay. I got it. Uh, 789362. I'm checking. That is valid. And may I know how can I help you today? Yeah. Um, I changed the password last, uh, Wednesday, I think so. Now it's not working. And well, I haven't been able to use the LexisNexis and here at my work and I have a lot of work to do. Yes. If you just..... please. I'm sorry. Go ahead. Sorry for interrupting. Yes. Um, I had just removed the suspension because you were suspended due to five consecutive login failures today. You may receive a one-time passcode or temporary password now. Just check your inbox, spam folder and junk file. Just copy and paste it. Make sure no extra spaces when you do it. I got it. Uh. Yeah. Let me see. Okay. Hold on. That one has a. at the end. Okay. Hold on. The whole thing. Take your time. Oh. Now I'm able to put my password or the temporary password, the one you just sent me? Uh, the temporary password that you have received. And make sure no extra spaces when you copy and paste it. Okay. When creating a new password, it must be unique. You are not allowed to use your old ones. And check that now. I think I change it. Yes. Okay. That's perfect. Your new- Yeah. I'm sorry? Your new password is... Yes. Your new password is valid for 90 days. Okay. Avoid going beyond two failed login attempts when you do the forget the password feature, and that way your ID will not be locked out. Can you confirm if you can now access the homepage page? No. I think that's all for now. I was able to change the password. Okay. Thank you, Sara. And have a great day. Bye-bye. You as well. Thank you. Thank you for your help. Bye-bye. Okay. okay.