Client Web Access FAQs

• **Refund Policy:** All refunds must be handled through the Probation Department you are registered with.

• **Locked Out:** After five failed attempts a user will be locked out of his/her account. The lock will release automatically clear after 1 minute.

• **Forgotten User Name/Password:** Allows the user to type in the user name and a reset password link will be sent to the email address that was used to register. For User Names, enter the email address used to register and the user name will be sent to that email.

• **Dashboard Icon options:** This link will allow the user to: Change Email Address, Password, or Security Question/Answer.

• **Change User ID:** A user can re-register at any time to change their user ID and can use the same email address previously used or use a new email address by selecting 'Lost User Name'.

• **Activation Email:** If the user does not receive a confirmation email, there is an option to resend the activation email on the log in page. If the user is having trouble receiving the confirmation email, he/she may want to add alerts@dnrmail.com to his/her address book to ensure the email is not blocked or sent to the spam folder.

• **Additional Support:** If the user does not receive a confirmation email, there is an option to resend the activation email on the log in page. If the user is having trouble receiving the confirmation email, he/she may want to add alerts@dnrmail.com to his/her address book to ensure the email is not blocked or sent to the spam folder.

• **Questions regarding payments/refunds/cancellations/pending payments:** Please contact the Probation Department or your Officer concerning any of these topics.