

Changing a Client's Email Address in the WREN Job Portal

This document outlines the necessary steps for changing a client's email address in the Job Portal, whether initiated by the client or by service provider staff. It also provides guidance for cases where the email address is incorrect or inaccessible to the client.

1. Client-Initiated Email Address Change

When a client decides to change their email address in the Job Portal:

- The client can log into their account and navigate to the **My Profile** screen.
 - They can enter the new email address and save the changes.
 - After saving, the system will send a confirmation email to the **old email address**. The client must open and accept the confirmation in the old email account to complete the email change.
 - Once the process is complete, the client will use the new email address to log into the Job Portal.
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2. Service Provider-Initiated Email Address Change

If service provider staff initiate the email address change on behalf of the client:

- Service Provider can login into their own account and navigate to My Client/People screen where they can search by client name.
- In the overview tab scroll down to edit the section containing the clients email address.
- When they submit the updated email address, the client will receive a confirmation email at their **old email address**. The client must accept this email to confirm the change.
- **Important:** No change will take place if the client does not accept the confirmation email.

Note:

When a client's Job Portal account is linked to their CaMS record, service providers will always see the email address that exists in **CaMS**, regardless of what email address the client uses in the Job Portal. However, clients will only see the email address saved in their **My Profile**.

3. Incorrect or Inaccessible Client Email Address

In rare cases where a client cannot access the email address originally used to invite them to the Job Portal (due to an error, no longer has access, etc.):

- Service provider staff should contact **Darlene at Windsor Regional Employment Network (WREN)** with the client's name, incorrect email address, and the correct email address to have it changed.
- This will trigger an email to the client's old email address, but it will not require any action from the client.

Note:

If the client's account was created by another **Service Provider staff's email address with the '+ sign' method** (e.g., spstaffemail+clientfirst.clientlast@serviceprovider.com) and you want to change it to your email address with the '+ sign', follow the same steps as outlined above since the email inbox is inaccessible.

After WREN has updated the client's email address:

- The client must use the **"Forgot Password"** link on the Job Portal login page to regain access to their account using the new email address.
- They will receive a password reset email, which directs them to a WREN website page where they can create a new password (see screenshots below).
- After setting their new password, the client will see a confirmation message along with a **"Log in"** link to access the portal (see screenshots below).
- The client can now log in using the updated email address and their newly created password.

- WE Data Tools] Password Reset

wedatatools.com <do-not-reply@wedatatools.com> Today

o: renee+emailchange@elev8webstudio.com

as requested a password reset for the following account:

STAGING - WE Data Tools


reneepomerleau@yahoo.ca

m mistake, ignore this email and nothing will happen.

r password, visit the following address:

http://staging.wedatatools.com/wp-login.php?action=rp&key=8xyiwRvPlrSNEkdQN5ZR&login=reneepomerleau%40yahoo.ca&wp_lang=en

ord reset request originated from the IP address 70.53.74.136.

 WINDSOR REGIONAL
Employment Network

Enter your new password below or generate one.


New password

Strong

Hint: The password should be at least twelve characters long. To make it stronger, use upper and lower case letters, numbers, and symbols like ! " ? \$ % ^ &).

Log in

← Go to WRE Network

 English (Canada)

[Managed by Elev8 Web Studio](#)

Your password has been reset. [Log in](#)

← Go to STAGING – WE Data Tools

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