

Frequently Asked Questions (FAQs)

Q: Why am I seeing a 'Login information invalid' error?

A: This error typically occurs when the login credentials entered do not match the system records. It may be due to an incorrect email address, password, or expired credentials.

Q: What should I check if I recently reset my password but still can't log in?

A: Ensure that your new password meets all the required criteria:

- Minimum password length of 8 and maximum up to 16 characters
- At least one uppercase letter (A to Z)
- At least one lowercase letter (a to z)
- At least one digit (0 to 9)
- At least one non-alphanumeric character (e.g., '!"#\$%&()*+,-./:;<@[]^_`{|}~+=')
- No blank spaces or characters from the exclusion list (e.g., '<', '>')

Q: Can saved passwords in my browser cause login issues?

A: Yes. If your browser has stored an old password, it may automatically fill in outdated credentials during login. Try clearing your saved passwords or manually entering the new password to avoid this issue.

Q: What should I do if I continue to receive the error after verifying my credentials?

A: If the issue persists, contact the support team for assistance. They can help verify your account status and guide you through the login process.

Q: Why am I getting Password expired message?

A: Passwords will expire every 90 days and must be changed to regain access to the applications. A reminder will appear on the SmartView or RetailEdge screen 15 days prior to password expiry.

Q: How often is the Multifactor Authentication (MFA) code triggered?

In 2025, Multifactor Authentication was introduced to the SmartView platform as a security enhancement. Upon login, a one-time PIN will be sent to the user's registered email address in the following scenarios:

- New user's first login attempt.
- Every 45 days
- Switching web browsers.
- When browser cookies and cache are cleared.

Q. Why is my account locked?

- If the user attempts to login with an incorrect password five times, their account will be locked for 30 minutes.

Q: What should I do if my account is locked due to repeated failed login attempts?

After multiple failed login attempts, your account may be temporarily locked for security reasons.

Recommendation:

- Wait at least 30 minutes before attempting to reset your password again.
- If urgent, contact Circana Customer Support team at: Customer.Support.au@circana.com
- Alternatively, reach out to your Circana Client Service team to request a password reset.