

# FAMOS User Guide.

## Having issues logging into FAMOS?

FAMOS may give you an error message which says 'Username or Password incorrect or account locked'. If this is the case then please try the following:

1) Wait for 5 minutes and try again

FAMOS uses a temporary lock feature in instances where an incorrect password has been used 3 times, but which automatically releases after 5 minutes.

2) Ask your local FAMOS Admin to assist with unlocking your account.

A FAMOS user within your site will be set up as a Local Administrator on the system. Your FAMOS Local Administrator has the ability to set up new FAMOS users independently and without the need to go through a new and complete application process. They are also able to reset passwords. If you need assistance with identifying who your Local Administrator is, please ask your ALPHERA Business Development Manager.

3) Reset your password yourself using your answers to the security questions. Please see next page for the guide on how to do this.

4) Contact Retail IT

In circumstances where you are unable to get hold of your Local FAMOS Administrator, the Retail IT team will be happy to assist. Please provide the following information to the Retail IT team by email:

FAMOS Username

Place of Birth

Mother's Maiden Name

Dealer code or post code

Please contact Retail IT on 0370 5050 115

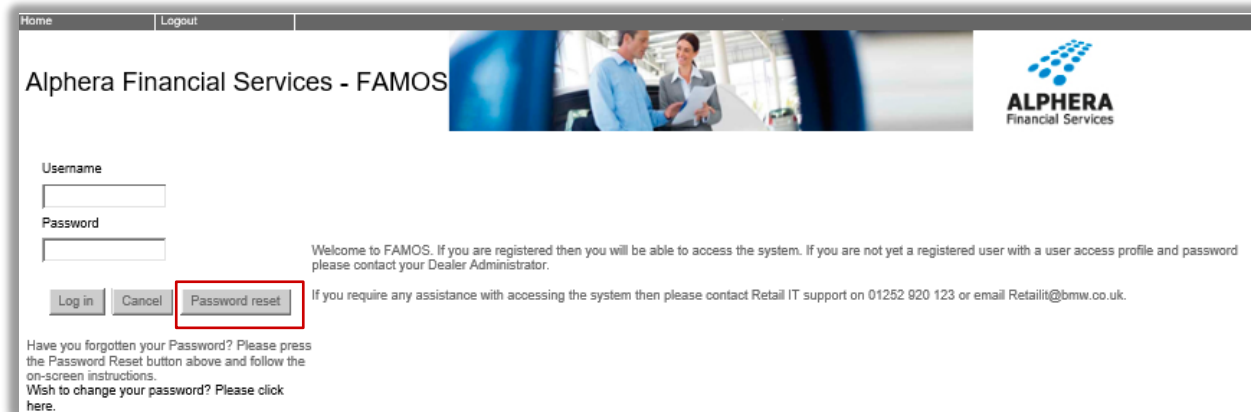
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## FAMOS password resets (self-service).

When a FAMOS account is set up, answers to security questions are requested of each user. The answers to these security questions are used for Password Self Resets.

**Step 1:** Go to: <https://famos-uk.bmw.com/FAMOS/alphera/MainServlet>

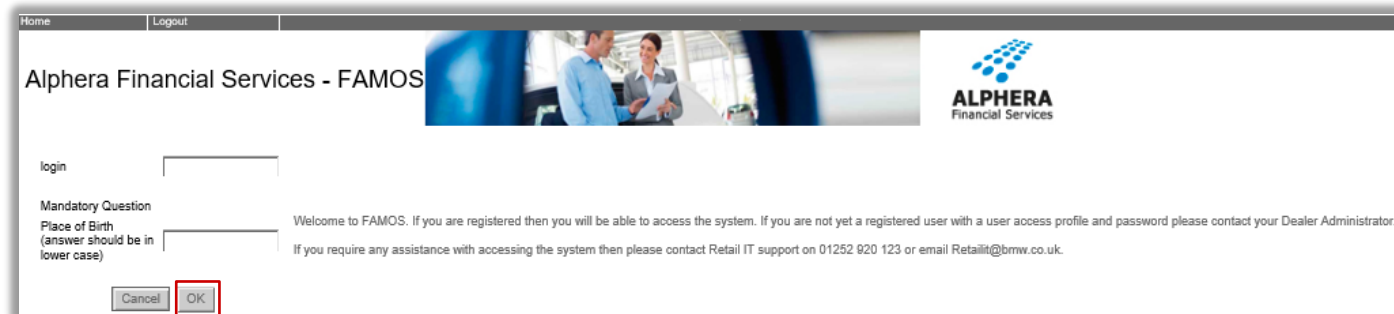
**Step 2:** Click on the **Password reset** button, as highlighted below:



The screenshot shows the FAMOS login page. At the top, there are links for 'Home' and 'Logout'. Below this is the header 'Alphera Financial Services - FAMOS' and the company logo. The main content area contains a login form with fields for 'Username' and 'Password'. Below the form are three buttons: 'Log in', 'Cancel', and 'Password reset'. The 'Password reset' button is highlighted with a red box. To the right of the buttons, there is a welcome message and contact information for Dealer Administrators and Retail IT support. At the bottom left, there are instructions for password resets and a link to change the password.

**Step 3:** Enter the **user login**, and provide the answer to the **Mandatory question (the answer must be in lower case)**

Click on the **'OK'** button (**do not press 'Enter' to bypass this step!**)



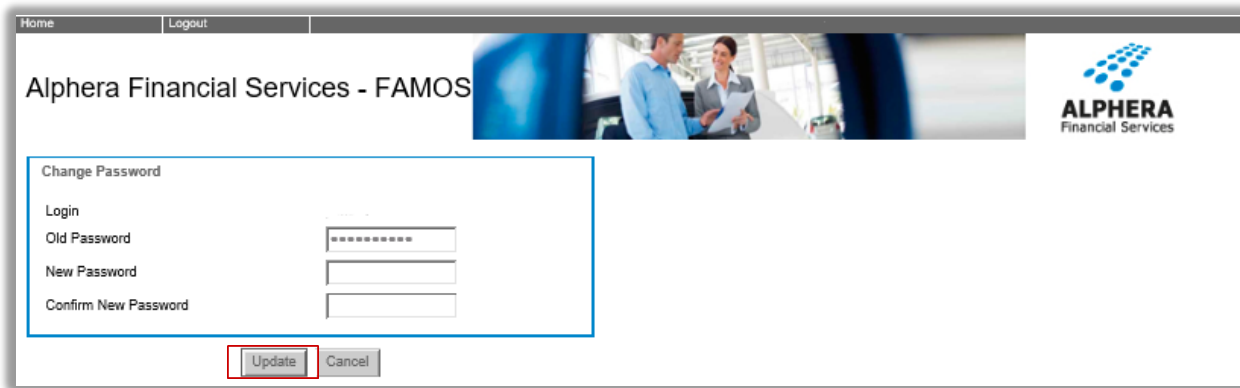
The screenshot shows the FAMOS login page after the user has entered their login details. The 'login' field is filled with text. Below it is the 'Mandatory Question' field, which is labeled 'Place of Birth (answer should be in lower case)'. The 'OK' button is highlighted with a red box. The rest of the page content is the same as in the previous screenshot.

### Top tip:

Once you have answered the Mandatory Question, do not press 'Enter' but rather click on the 'OK' button.

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**Step 4:** Once the security question has been correctly entered, you will have the ability to set a **new password**. Once the new password has been completed, please click on the **'Update'** button as opposed to pressing **'Enter'** on your keyboard.



The screenshot shows a web browser window with the title "Alphaera Financial Services - FAMOS". The page header includes "Home" and "Logout" links, a banner image of two people, and the "ALPHERA Financial Services" logo. The main content area is titled "Change Password" and contains a "Login" label, an "Old Password" field with a masked password, a "New Password" field, and a "Confirm New Password" field. Below the fields are "Update" and "Cancel" buttons. The "Update" button is highlighted with a red box.

## Top tip:

Please ensure that your password fits the following criteria:

- Must contain a minimum of 15 characters
- Must contain both upper & lower case letters
- Must contain at least 1 number
- Must contain a special character ie. !?#&%\_@