1. Question: How to Login to Application for the first time?

Answer: When any new user is created in LSS UX application, User_Id will be set as password. User needs to enter the credentials as usual on Login page which will validate and redirect to "RESET Password" page, where one-time password will be triggered to User's Email id updated as in the system.

Legal Solutions Suite	
CSC	
vsoni24@lss.com	
Sign in	
Remember me	
Change Password Reset Password	
nputer Sciences Corporation. All rights reserved. • Privacy	Terms
	vsoni24@lss.com

1. As soon user clicks on sign in – Below message is received.

Error	×	
Password	expired. Please reset your password.	
	ок	
_	First Name	
	Last Name	
	Reset Password	
	Back to Login	
	2016 Computer Sciences Corporation. All rights reserved. • Privacy • Terms	

2. User is redirected to Reset Password once clicked OK

C () 20.15.78.73 ^{.84/UX/Login}	☆ 《
■ Legal Solutions Suite	
CSC Reset Password	
vsoni24@csc.com	
divyesh	
process	
Reset Password	
Back to Login	
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3. User has to enter all the mandatory fields, Email ID, First name and Last name, which will redirect to DB/ Environment selection if the user has access to multiple Environments. Otherwise, Step#3 skipped.

→ C ③ 20.15.78.73:84/UX/Login		\$	6
	Legal Solutions Suite	e	
	CSC Choose Environment		
	LSS16_4_QA Back to Login		
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4. After the environment/ DB selection. user receives the following message as in screen shot.

- $ ightarrow$ $m{C}$ $\ensuremath{\textcircled{0}}$ 20.15.78.73:84/UX/Login		☆ 📀
	Reset Password ×	
	Password was successfully reset and email has been sent to the provided email address.	
	ОК	
	vsoni24@lss.com	
	Sign in	
	Remember me	
	Change Password Reset Password	
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User has to re-login with this one-time password which will redirect to "CHANGE password" option. User will be logged in successfully after changing the password.

2. Question: Why do I get below Error message?

← → C ① 20.15.78.73:84/UX/#/Matter/Matt	er/MatterInfo/8804,36		e	2.☆ 🖸 :
Administration - Invoice - Matter - Tools -				0 1
csc Legal Solutions Suite - 16.4	LSS System Error		×	
Matter Information Page	LSS appears to be open in another tab proceed with multiple windows open, L	o, or may have been closed improperly. If you .SS may not operate correctly.	Claim Dept Damage Trial	Interim Rpt
		Continue		
Matter Id: 8804 Matter Name: LSS_UX14_50_08 C	aim number: 12763			-
*Matter Name: LSS_UX14_50_08	Matter Eff Dt:		Pre-Existing Matter	
Division / Division Office: Environmental / Nev	Matter Status:		v. Co. 🗏	0
	Case Level Id:		Choose Option: © E-billing only ® Managed Matter	
			Required Options: Planning Staffing Budgetting	
			Save	

Answer: If the user has an active session open on same browser already, then this message is displayed. In New UX version multiple session of LSS is not restricted for security reasons. If the user is successful to access the multi sessions on single browser, application may not be responding properly.

3. Question: Why do I get the below session expiry warning?

← → C ① 20.15.78.73:97/UX/Login/Ind	ex	☆	
	LSS Timeout Notification Your session will expire in 1 minute [as of 10:14:29 GMT+0530 (India Standard Time)] Press OK to remain Logged in or Press Cancel to Log off. (Unsaved data will be lost, if you press Cancel)		
	OK Cancel		

Answer: Session for the LSS application can be configured from Admin features. Addition to that, in LSS UX version Warning_time also can be configured. So that if the Active LSS session left idle for that duration, user will get an alert to either re-activate the session or to Log Out of the application. If the user does not respond within the warning_time duration then the application will be automatically logged out.

4. Question: Is ISM (Invoice Submission Module) application available separately?

Answer: Yes. ISM is integrated to LSS UX version. But this can be Logged in/ accessed separately via "<u>http://20.15.78.73:84/ISM/Account/LogOn?ReturnUrl=%2fISM</u>"

20.15.78.73:84/ISM/Account/LogOn?ReturnUrl=%2fISM

CSC
User Id
Password
Sign In
Reset Password
Change Password

LSS - Invoice Submission Module

If the user Logs into ISM directly and submits the invoice(s), still the information will be updated to parent application as required.