


Assessment Updates Oasys Client Information

Updates to the Oasys Login User Unsuccessful Error Message

What is it?

There is a small change being implemented to the text that a user will see displayed on the Oasys Login screen if a user persistently enters the incorrect login details.

Previous Oasys Message Received

Saville Assessment
WillisTowersWatson 

Login

- Your account has been locked because you have exceeded the maximum number of login attempts. To request a new password please select the link below or contact your Project Administrator.


Language:

Username:

Password:

[Forgotten your password?](#)

New Oasys Message Received

Saville Assessment
WillisTowersWatson 

Login

- Login not successful. Please review the details and try again. If the problem persists, please contact your Project Administrator.

Language:

Username:

Password:

[Forgotten your password?](#)

When will this update be released?

This functionality will be released across platforms on the 11th November.

If support queries are received after a user has read the updated message, the initial resolution is to ask the user to request a new password by selecting the 'Forgotten Password' link. If the username is correct this will unlock the account. If the user cannot remember their username, they will need to be resent their password details.

Should you require additional support, please contact bureau.manager@savilleassessment.com.