

Remember Me Functionality for Oracle Service Cloud May 2015 and Newer

Summary:

Remember Me Functionality for Oracle Service Cloud May 2015 and Newer

Question:

How do I retain my Remember-Me functionality for Oracle Service Cloud May 2015 and newer versions going forward?

Answer:

Environment:

Oracle Service Cloud May 2015 and newer.

Resolution:

As of May 2015 the Oracle Service Cloud will no longer have the 'Remember Me' check box on the agent-desktop log in screen. In order to retain your 'Remember Me' functionality each agent will have to perform the following steps:

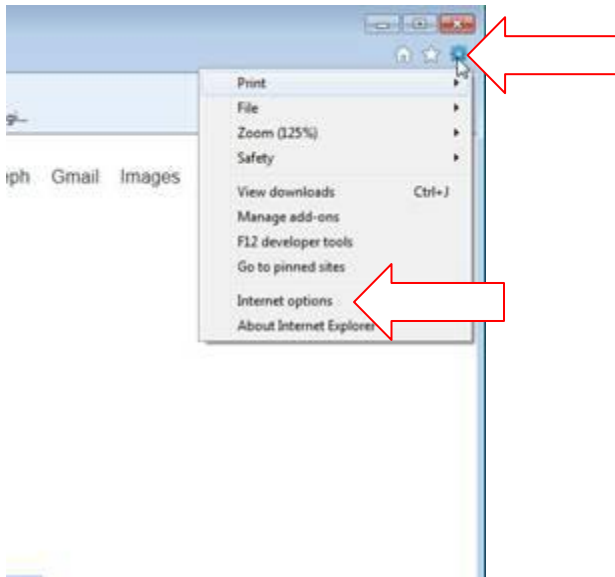
To have your credentials auto-populate using Internet Explorer on the Oracle Service Cloud May 2015 platform log in screen:

1. Make sure you are logged out of Oracle Service Cloud
2. Open Internet Explorer
3. Go to: Tools / Internet Options / Content / Auto-complete / Setting
4. Check to see that 'ask me before saving passwords' is checked, check if required
(*note: see below for Steps 3 and 4 screenshots)
5. Log into Oracle Service Cloud, with your username and password
6. You will receive a pop-up asking if Windows can save your password
7. Click 'Yes'

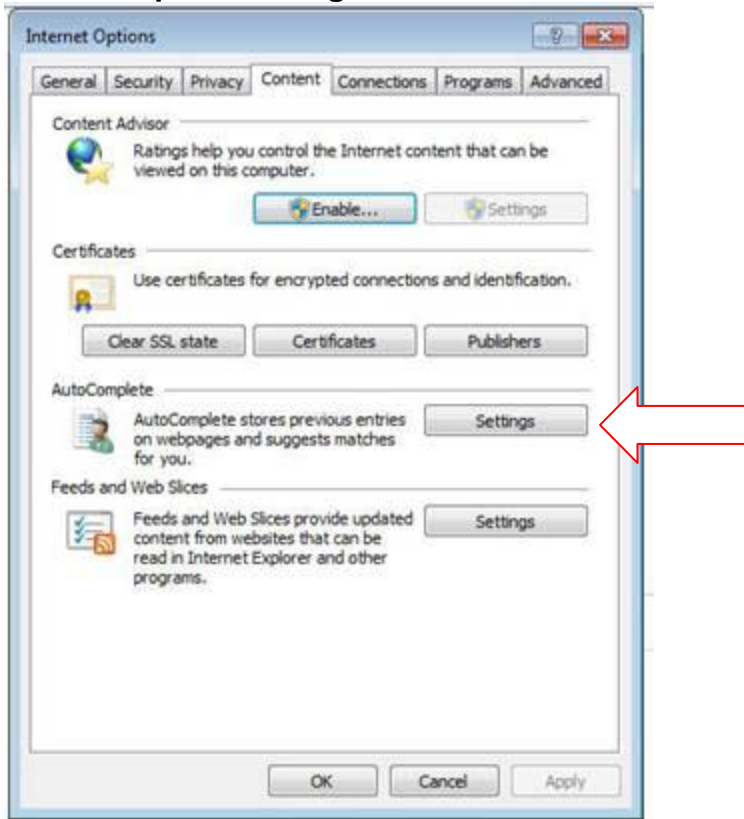
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8. Oracle Service Cloud will launch
9. The next time you log in, left click your mouse in the username box
10. A dropdown will appear with your username
11. Click on your username, and your password will auto-populate
12. Select Login
13. Oracle Service Cloud will launch
14. These settings will be saved in Windows going forward so you should be able to continue to login this way until you change your password
15. When your password is changed Windows will remember this on the next login and you will receive pop-up asking to confirm the change (see screenshot below)

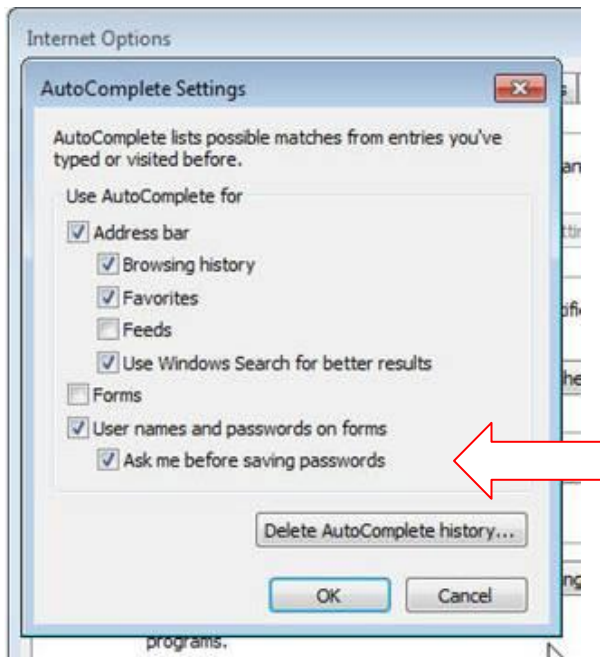
Tools, Internet Options:



Auto-Complete Settings:




'ask me before saving passwords:'



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Log In Screen w/drop-down:

Remember that your user name is case sensitive!




Username

[Login Help](#)

Interface

rightnow

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Log In Screen w/auto-populated password:

Remember that your user name is case sensitive!



Username


Password

[Login Help](#)


Interface

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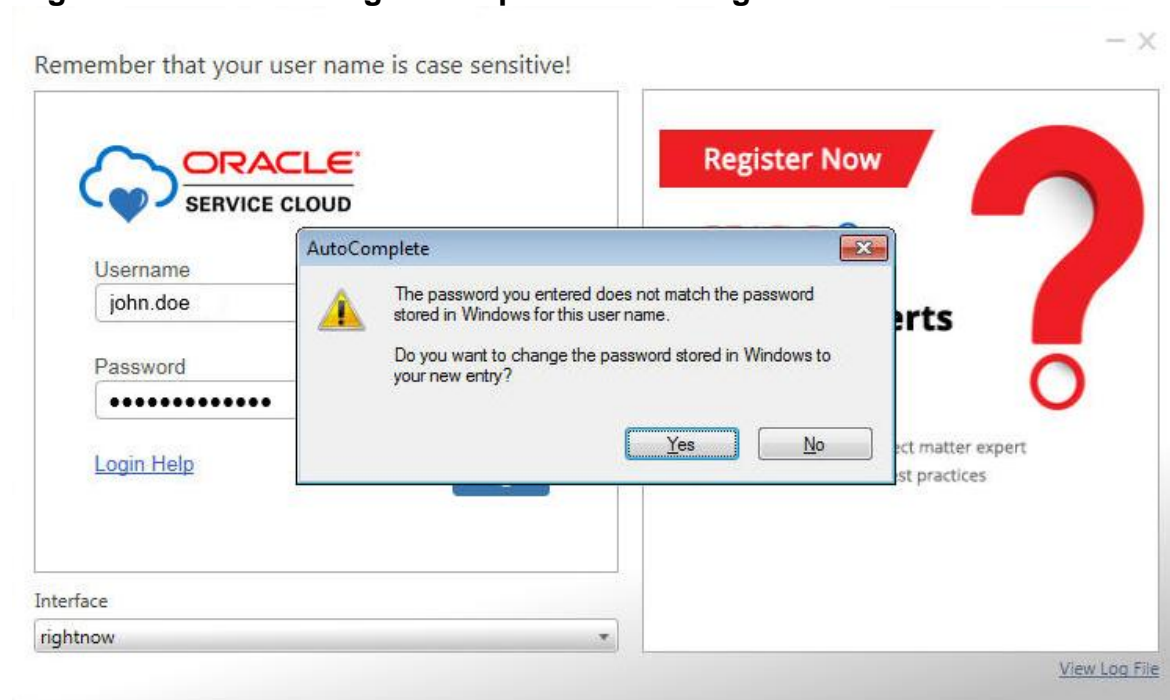


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[View Log File](#)

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Log In Screen at first login after password change:



Notes:

For more information on compatibility and deprecation issues refer to Answer ID 4339: Service Update Notifications and follow the remediation steps described there. [Answer ID 4339](#)

For more information on the upgrade process refer to Answer ID 1124: Requesting an upgrade for a hosted site. [Answer ID 1124](#)





To ask a specific question regarding this topic, please submit your [information here](#).

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