

Williamson County

ONLINE WEB REPORTING FAQs

Locked Out - After five failed attempts a user will be locked out of his/her account. The lock will automatically clear after 1 minute and the user can try again.

Forgotten Password - If a user has forgotten his/her password, he/she can click on the link for 'Forgot Password' – the user can then type in the user name and a reset password link will be sent to the email address that was used to register.

Forgotten User Name - If a user has forgotten his/her user name , he/she can click on 'Forgot Password' – the user can then click on the link for 'Forgot User Name.' The user can then enter his/her email address and the user name will be emailed to the email address that was used to register.

Forgotten Security Question/ Answer – If a user has forgotten his/her security question/answer, he/she can email or call their Williamson County Officer for the information. Then the user can log in and change the question/answer is needed.

Change Email Address, Password, or Security Question/Answer – These items can be changed once a user has logged into Web Reporting by clicking on the DASHBOARD button in the upper right-hand corner of the screen. The items are case sensitive.

Change User ID - A user can re-register at any time to change their user ID and can use the same email address previously used or use a new email address.

Activation Email - If the defendant does not receive a confirmation email, there is an option to resend the activation email on the log in page. If the defendant is having trouble receiving the confirmation email, he/she may want to add messenger@correctionssoftware to his/her address book to ensure the email is not blocked or sent to the spam folder.

For any other questions, please contact your Williamson County Officer.