



SECURITY

1. How long does it take for a new user to get a user ID and password?

Users will receive a user ID and password no later than the next working day after a request is received.

2. What are the security levels in MERLIN?

- SAAS Financials
- SPAHRS Payroll
- SPAHRS Human Resources

3. Why doesn't my MERLIN user ID and password work?

The security for both COGNOS Impromptu and MERLIN.net is case sensitive. The user ID and password must be in lower case for access to be granted.