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Accessing GCXONE with Partner Login

Updated 18 September 2026

Overview

If you already have an active Talos account, you can use Partner Login to sign in to GCXONE without setting up a separate GCXONE password. Partner Login hands authentication over to Talos, so one set of credentials covers both platforms.

Before you begin

Your GCXONE user account must have Partner Login enabled. An administrator sets this when inviting you or editing your account, under Settings → Users , with the Enable Partner Login switch. Once it is on, you sign in with your Talos username and password rather than a GCXONE one.

Sign in to GCXONE using Partner Login

1. Open the GCXONE login page. It offers two buttons: Sign In and Partner Login .
2. Select Partner Login . GCXONE does not ask for credentials on its own page — it redirects you to Talos.
3. Enter your Talos username and password on the page that opens, and complete any additional checks Talos asks for.
4. After authentication you are returned to GCXONE on the tenant selection screen. Choose the tenant you want to work in. If you belong to only one tenant, GCXONE continues to it automatically.

Logging out

GCXONE and Talos keep separate sessions, and ending the GCXONE one does not by itself end the Talos one.

To log out, open Settings — the gear icon at the bottom of the left sidebar — and select Logout. GCXONE clears its own session and then opens the Talos logout page (<https://talos.evalink.io/logout>) in a new window to end the Talos session as well.

That second step depends on your browser, so allow pop-ups and redirects for both GCXONE and Talos. If the pop-up is blocked, your Talos session stays active — and the next time you use Partner Login, it will sign you straight back in as the same account.

The Logout link on the tenant selection screen ends the GCXONE session only. It does not reach Talos. When you intend to leave both, log out from Settings → Logout inside a tenant, or sign out of Talos yourself.

Switching to a different Partner Login account

Partner Login reuses an active Talos session without prompting: it is the standard Sign In button that forces a fresh credential prompt, not this one. So while a Talos session is alive, selecting Partner Login signs you back in as the previous account and never offers you the chance to type different credentials.

To switch accounts, end both sessions first:

1. In GCXONE, open Settings (the gear icon at the bottom of the left sidebar) and select Logout.
2. Go to <https://talos.evalink.io/logout> and let it finish — or open Talos, select your profile icon and log out there.
3. Return to the GCXONE login page.
4. Select Partner Login and sign in with the Talos credentials for the account you want to use.

If you still cannot sign in

Confirm that:

- Your Talos account is active.

- Your GCXONE account has Enable Partner Login switched on.
- You are using the correct Talos username and password.
- Pop-ups and redirects are allowed for GCXONE and Talos.
- You have logged out of both GCXONE and Talos before trying to switch accounts.

If the problem continues after these steps, contact your system administrator or the NXGEN support team.