

Reset Help User Guide

In the Reset screen you will see various input fields for entering Information to reset the password of an existing account.

There are four buttons: Help, Update Form, Cancel, and Reset.

Reset Screen Contents

1. Cancel Button

The cancel button will return you to the Login screen and cancel the password reset.

2. Update Form Button

The user must enter their username into the username field. Once entered if the username exists, the update button will update the form with all the information needed.

3. Reset Button

Once the user correctly answers the security questions, and creates a new valid password the user can click the reset button and the password will be successfully reset.

4. Answer fields

The answer fields are required fields. All questions must be answered correctly and all answer fields must be filled in.

5. Password Fields

Both password fields are required fields. The new password must match the confirm password field. The new password cannot be the same as the old password. The new password must meet all requirements in order to be valid.

Passwords must be complex passwords. They must contain at least three of the four

types to be a valid password:

- Upper case characters (A through Z)
- Lower case characters (a through z)
- Numbers (0 through 9)
- Special characters (!@#\$%^&* No spaces allowed

Passwords must also be:

- Cannot be less than 8 characters long
- Cannot be longer than 20 characters