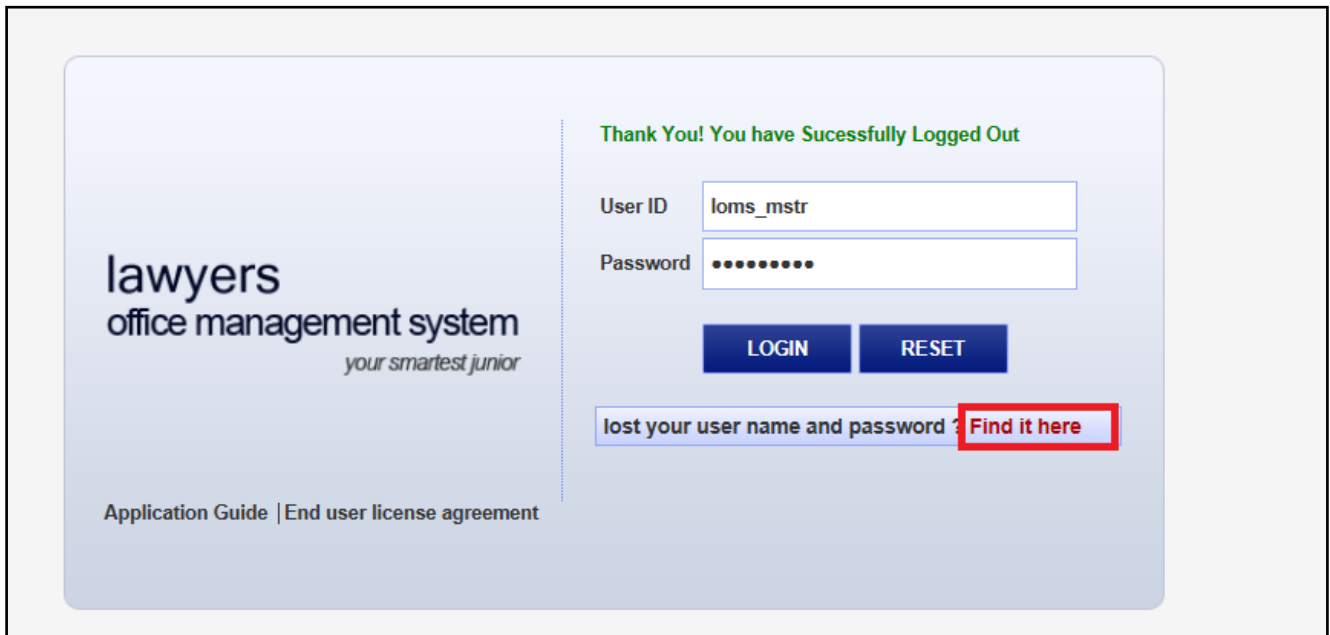


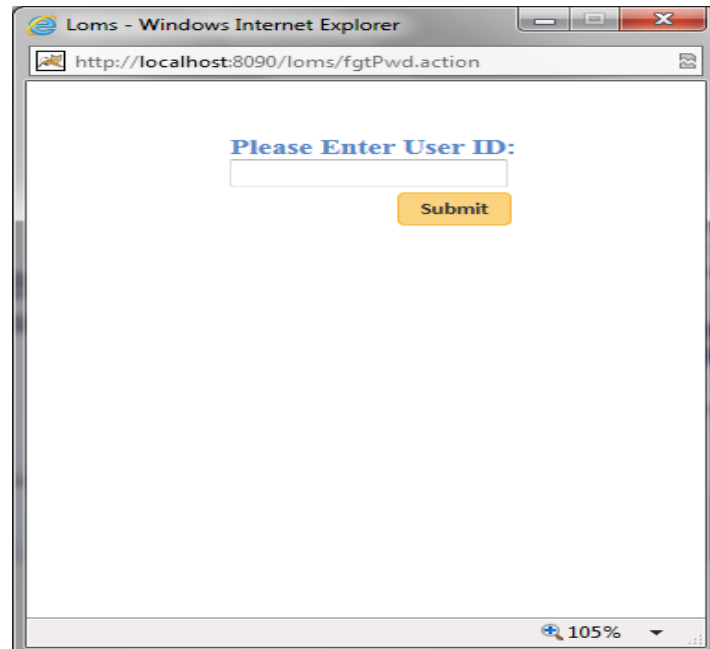
### 3.1 Forgot Password

**Step 1:** If a user has forgot his / her application password. Please click on the link “**Lost your username and password? Find it here**”



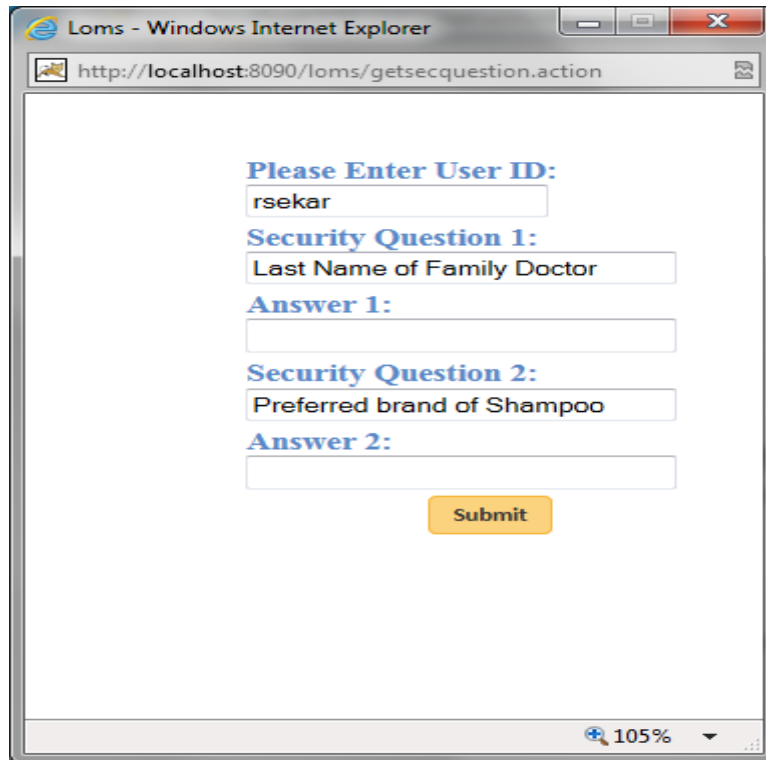
The screenshot shows the login interface for the 'lawyers office management system'. On the left, the logo reads 'lawyers office management system' with the tagline 'your smartest junior' below it. At the bottom left, there are links for 'Application Guide' and 'End user license agreement'. On the right, a green message states 'Thank You! You have Successfully Logged Out'. Below this, there are input fields for 'User ID' (containing 'loms\_mstr') and 'Password' (masked with dots). There are 'LOGIN' and 'RESET' buttons. At the bottom right, a link 'lost your user name and password? Find it here' is highlighted with a red box.

**Step 2:** A pop up window will come up asking for the User ID. Please enter your username and click on the SUBMIT button.



The screenshot shows a Windows Internet Explorer browser window titled 'Loms - Windows Internet Explorer'. The address bar shows 'http://localhost:8090/loms/fgtPwd.action'. The main content area displays the text 'Please Enter User ID:' in blue, followed by a text input field and a yellow 'Submit' button. The browser's status bar at the bottom indicates a zoom level of 105%.

**Step 3:** The application will load the security questions you would have set at the time of creating the user and ask for the security answers. Please enter the correct answers and click on SUBMIT button.

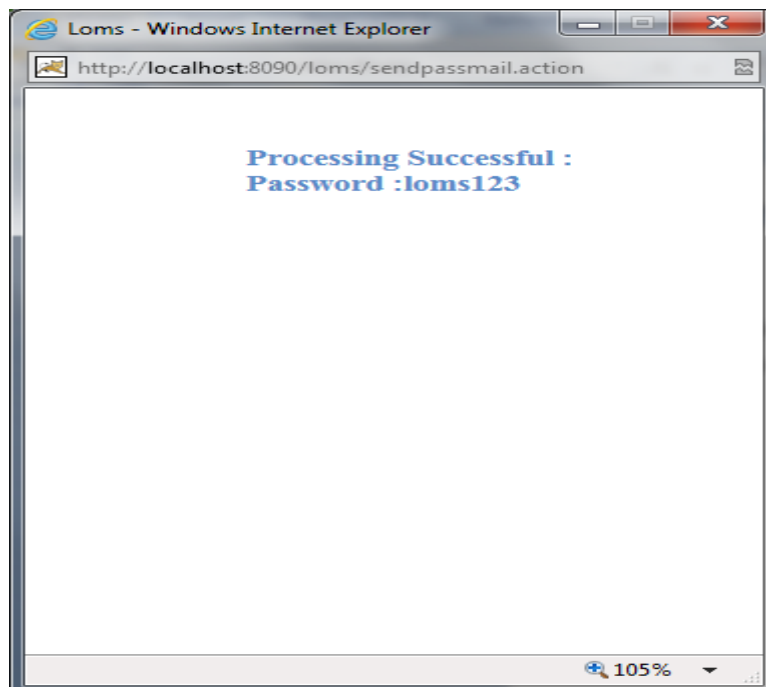


The screenshot shows a web browser window titled "Loms - Windows Internet Explorer". The address bar displays "http://localhost:8090/loms/getsecquestion.action". The page content includes the following elements:

- Please Enter User ID:** A text input field containing the value "rsekar".
- Security Question 1:** A text input field containing the value "Last Name of Family Doctor".
- Answer 1:** An empty text input field.
- Security Question 2:** A text input field containing the value "Preferred brand of Shampoo".
- Answer 2:** An empty text input field.
- Submit**: A yellow button with the text "Submit".

The browser's status bar at the bottom indicates a zoom level of 105%.

**Step 4:** Enter valid answers for those questions and click enter. An email will be sent to the registered email id and also it will be displayed in the screen as shown below,



The screenshot shows a web browser window titled "Loms - Windows Internet Explorer". The address bar displays "http://localhost:8090/loms/sendpassmail.action". The page content displays the following message:

**Processing Successful :**  
**Password :loms123**

The browser's status bar at the bottom indicates a zoom level of 105%.