Requirement document for RES user forget Password Process

Introduction/Purpose:

All the operations team uses RES application for multiple activities, there is an option available to reset password using forget password, however the same is not functional, we need to activate the forget password option for HDFC users only

The Process will help in following ways

- Client users will be able to change their password on their own

Process

As per current process, when the user forget password or need to reset their password in RES , users need to approach RES support team for the same.
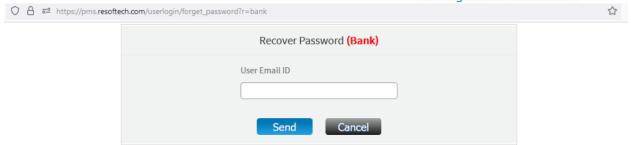
Requirement

The requirement is restricted to HDFC users only.

- With reference to above screenshot, when user clicks on forget password, a screen should appear where user will be asked for valid user id and valid email ID

- User shall be asked to provide both the information and click on send button
- System shall authenticate the user id and email , then send the system generated password to the authenticated email id
- Then the user shall be forced to change the password on first login.
- In case if either user id or email id or both are incorrect, than the message shall be displayed to user to provide the correct information.
- In case the above scenarios fail, then user shall get support from application team, application support team shall first investigate the reason for failure and provide the correct process to user.