



# SaaS User Password Guide

- **In this presentation we will learn**
  - How to set up Challenge Questions
  - Password Requirements
  - How to change a password

- Password changes are required the first time a user ID logs into the terminal servers.
- In addition, users will be required to make a password change every 60 days.
- For security purposes, the last nine passwords are archived and cannot be reused. Users must provide a different password each time when prompted.
- For 10.0 and beyond password requirements are: Must use 3 of the following 4 items in their password: capital letter, lowercase letter, number or special character. Minimum of 8 characters in length.  
*Note: Existing users who don't meet this requirement will be forced to reset their passwords the first time they log into 10.0*
- The Password Reset Tool should always be used to change a password.



## Access the Password reset tool

- For Web Logins go to: <https://welcome.saas.mrisoftware.com/>
- Enter your Client ID

The screenshot shows the MRI Software 'version X' login page. A red rectangle highlights the 'Client ID' input field. The page includes a footer with various links and news items.

**MRI software**

Client ID ▶ | **version X**

**MRI-GO**

**MRI News and Announcement**

**Training Opportunities**

**Tips, Tricks, and Best Practices**

**MRI Client Webinars**

MRI International Users Conference  
Registration Opens Spring 2015 for MRI's International Users Conference, October 18-21 at Planet Hollywood in Las Vegas

Oren Rosen Joins MRI Software as Vice President of Investment Management Solutions  
February 11, 2015  
MRI Software Announces Acquisition of Cougar Software  
February 3, 2015  
MRI Software to Launch Prospect Connect  
January 20, 2015

Announcing: Even More eLearning Courses Available!  
Check Out the Available Public and Private Training Options

Did You Know MRI Web Has an Online Help Built Right In?  
Look for the 'i' icon in the Global Menu  
Check out the MRI Client Portal: Administrators and DSCs Can Submit Support Cases and Avoid Picking up the Phone

Budgeting & Forecasting  
Tuesday, April 7, 2015, 2:00 PM EDT  
MRI Blogpost  
Tuesday, April 14, 2015, 2:00 PM EDT  
MRI Tealant Connect and Workspeed  
Tuesday, April 21, 2015, 2:00 PM EDT

## Access the Password reset tool Continued

- Select MRI Software or [adfs.saas.mrisoftware.com](https://adfs.saas.mrisoftware.com) as your login method



Sign in with one of these accounts



MRI Software



[adfs.saas.mrisoftware.com](https://adfs.saas.mrisoftware.com)



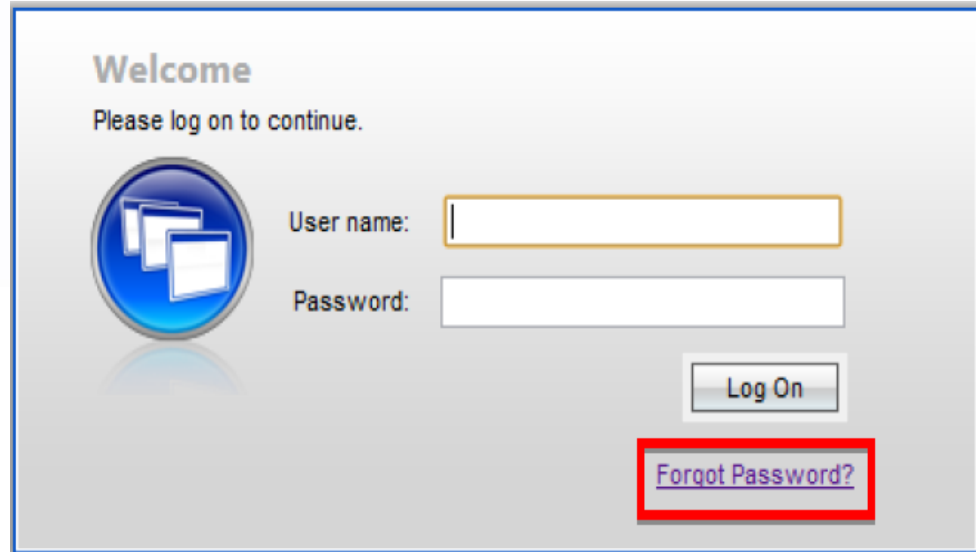
## Access the Password reset tool Continued

- Select Reset Password link

[Sign in](#)[Reset Password](#)

## Access the Password reset tool

- For Windows Logins go to:  
<https://apps.saas.mrisoftware.com/>
- Click Forgot Password link



The screenshot shows a login interface with a blue header bar. On the left is a circular icon containing three overlapping document pages. To the right of the icon, the text 'Welcome' is displayed in a bold, sans-serif font, followed by 'Please log on to continue.' in a smaller font. Below this text are two input fields: 'User name:' and 'Password:'. To the right of the 'Password:' field is a 'Log On' button. At the bottom right of the login area, there is a link labeled 'Forgot Password?' which is highlighted with a red rectangular border.

Welcome  
Please log on to continue.

User name:

Password:

Log On

[Forgot Password?](#)

# MRI SaaS Passwords Initial Setup

Both Forgot Password Links will take you to the Password Reset Tool:

**Welcome to the MRI SaaS Password Reset Tool**

Please click on the link below to reset your password or set up your challenge questions for future password reset needs.

**NOTE:** You must setup your Challenge Questions prior to resetting your password. You must have your current password to setup your Challenge Questions.

If you continue to experience password issues after using this tool, or experience issues with the tool itself, please contact your account's Designated Support Contact (DSC). Your DSC will submit a case to MRI Global Client Support on your behalf.

[MRI SaaS Password Reset Tool](#)



\*This tool must be used any time a password is changed.\*



3. Create your challenge questions for the password reset tool  
This step must be done before a password can be reset

### Welcome to the MRI SaaS Password Reset Tool

#### Reset Password

To reset your password, please enter your login name below and select the Submit button below.

**NOTE:** If you have not setup your Challenge Questions prior to resetting your password, you will not be able to use this tool.

Login Name:

**Submit**

#### Setup Challenge Questions

To setup or change your Challenge Questions, please select the Create button below.

**NOTE:** You must have your current password to setup your Challenge Questions.

**Create**

# Password Challenge Questions

Enter your  
USERID and  
default  
password  
provided to  
you by your  
administrator

To set up your challenge questions, please log in using your MRI SaaS login name and password.

Login Name:

Password:

Sign In

[Click here](#) if you have forgotten your password and have already setup your Challenge Questions.

# Password Challenge Questions

The User's actual email not a generic or distribution list

Answers are Case Sensitive. A different answer must be used for all three questions.

Please setup or update your Challenge Questions

Please enter your current email address.

E-Mail Address\* marketingmrsoftware@gmail.com

Please select your challenge questions and provide your answers below.

Question #1\* What was your childhood nickname?

Answer\* Buddy

Question #2\* In what city did you meet your spouse/significant other?

Answer\* Paris

Question #3\* What street did you live on in third grade?

Answer\* Sesame

Submit

Log Out



## 4. Reset your password

Thank you. Please click the link below to continue your login to MRI SaaS.

Go to:

- [Reset Password](#)
- [MRI SaaS Login \(Windows\)](#)
- [MRI SaaS Login \(Web\)](#)

Enter your User ID and click submit

## Welcome to the MRI SaaS Password Reset Tool

### Reset Password

To reset your password, please enter your login name below and select the Submit button below.

**NOTE:** If you have not setup your Challenge Questions prior to resetting your password, you will not be able to use this tool.

Login Name:

Submit

### Setup Challenge Questions

To setup or change your Challenge Questions, please select the Create button below.

**NOTE:** You must have your current password to setup your Challenge Questions.

Create

# MRI SaaS Passwords

Answer your challenge question and click  
send password reset email

### Password Reset Instructions

Please answer the Challenge Question below. An email with instructions for changing your password will be sent to the email address on file for this account.

If you no longer have access to the email address on file or if you experience issues while using this tool, please contact your account's Designated Support Contact. Your DSC will submit a case to MRI Global Client Support on your behalf.

Question: What was your childhood nickname?

Answer:

Send Password Reset Email



If you receive this pop up click the Log Out button

An email with a confirmation link and instructions has been sent to [redacted] and should arrive shortly. If you don't receive this email or your email address has changed, please contact your account's Designated Support Contact (DSC). Your DSC will submit a case to MRI Global Client Support on your behalf.

Log Out

**Access your email account and open the email from  
donotreply@mrinetsource.com**



Dear MRI SaaS User,

A password reset request has been initiated on your account. To change your password, please click on the link below. If you have any questions or need assistance, please contact your account's Designated Support Contact (DSC). Your DSC can submit a case to MRI Global Client Support on your behalf.

To reset your password, [click here.](#)

Thank you.  
MRI Global Client Support

Global Client Support

28925 Fountain Pkwy., Solon, OH 44139, USA

Enter your User ID and click submit. Then enter your new password and click submit.

**Verify User**

Login Name:

**Create new Password**

Password:

Confirm Password:

***For 10.0 and beyond password requirements are: Must uses 3 of the following 4 items in their password: capital letter, lowercase letter, number or special character.***



Now that your password has been reset you may log into the MRI program.

**Thank you. Please click the link below to continue your login to MRI SaaS.**

Go to:

- [Reset Password](#)
- [MRI SaaS Login \(Windows\)](#)
- [MRI SaaS Login \(Web\)](#)