

Password Reset Procedure

Scenario: A user is unable to log in due to a forgotten password.

Steps:

1. Navigate to the corporate login page.
2. Click on 'Forgot Password'.
3. Enter your registered email address.
4. Check your email for a password reset link.
5. Click the link and enter a new password following the password policy.
6. Confirm the new password and log in again.

Troubleshooting:

- If you do not receive the email, check your spam folder.
- Ensure your email address is registered with the system.
- Contact ServiceDesk if the reset link has expired.