

User Password Forgotten Work Instruction



Password Forgotten

Purpose:

This procedure is used to explain what to do if the Supplier has forgotten their Password.

Prerequisites:

Registered as a Supplier.

1. **Click** Forgot Password.

A screenshot of a web browser window titled "Supplier Login". The window has a refresh button and a settings icon in the top right corner. The main content area contains a "User ID" text input field, a "Password" text input field, an orange "Sign In" button, and a blue link labeled "Forgot Password?".

Supplier Login

User ID

Password

[Forgot Password ?](#)

Supplier Login

Reset and Send Forgotten Password

Enter your UserID and click send to reset your password and have it sent to you via email.

A screenshot of a web form for resetting a password. It features a text input field labeled "*User ID" containing the text "test", and an orange "Send" button below it.

*User ID

2. **Click** Send.
3. An email will be sent to the email address that is tied to that user ID
4. Log on with the password that is given in the email
5. **Main Menu > Change My Password**
6. Put in the password given in the email as the current password
7. **Enter** your new password
8. **Confirm** your password

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*Current Password

*New Password

*Confirm Password

[Change Password](#)



Password criteria is:

- 8 alpha numeric characters in length
- Must contain 1 letter, 1 number, and 1 special character
- All letters must be lower case.
- Password cannot be the same as your last 5 passwords.

Results

User has requested a new password.