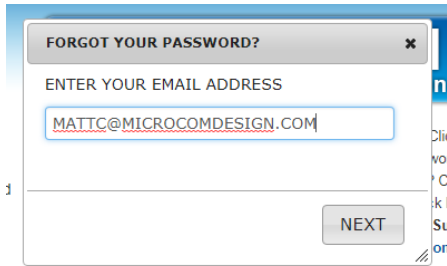


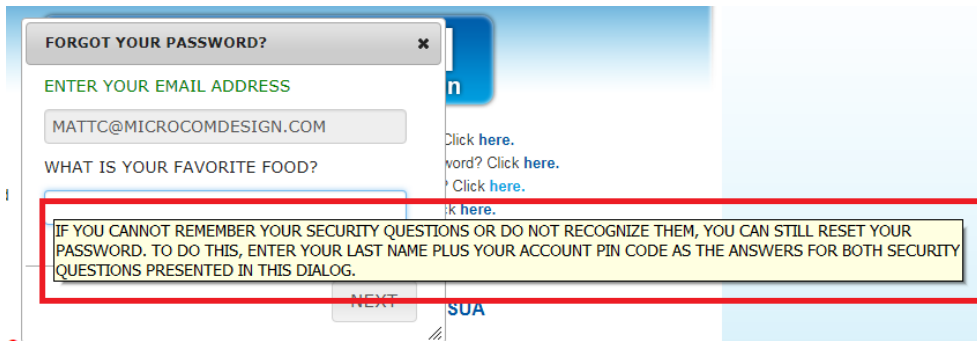
How-To: Password Reset Via Last Name & Pin Code

➤ *The screen shots in this example were all taken from DCS1 where the reset was performed.*

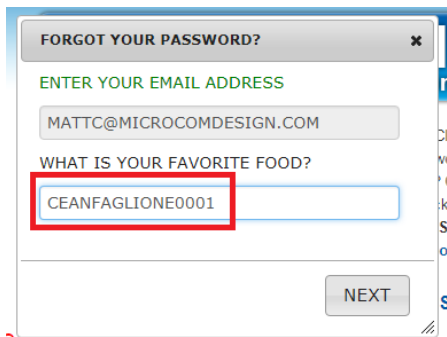
1. After opening the password reset from the login page, enter your email address in the field shown...



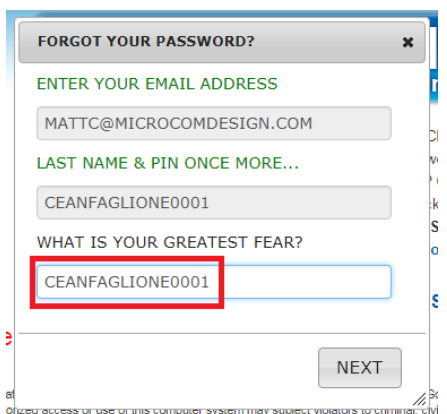
2. If the mouse cursor hovers over the text fields, a popup is shown explaining how the feature works...



3. To initiate the reset via last name and pin code, enter your last name plus your 4 digit pin code in the first security question answer field and click 'NEXT'. So for example, my name and pin combination would be 'CEANFAGLIONE0001'.



4. If successful, the second security answer field will be shown, along with a short message asking for the last name and pin code once more. Enter the name and pin combination in the second field and click 'NEXT' once more to initiate the actual reset.



5. If the password reset via last name and pin code is successful, a success message will be displayed, and the dialog will be automatically closed after a few seconds. If it fails, a fail message will be shown and the dialog will remain open.

The screenshot shows a dialog box titled "FORGOT YOUR PASSWORD?". It contains the following fields and text:

- Header: FORGOT YOUR PASSWORD? (with a close button 'x')
- Label: ENTER YOUR EMAIL ADDRESS
- Input field: MATT@MICROCOMDESIGN.COM
- Label: LAST NAME & PIN ONCE MORE...
- Input field: CEANFAGLIONE0001
- Label: WHAT IS YOUR GREATEST FEAR?
- Input field: CEANFAGLIONE0001
- Success message: PASSWORD SUCCESSFULLY RESET!
- Instruction: CHECK EMAIL FOR DETAILS
- Next button: NEXT

At the bottom of the dialog, there is a small, partially visible line of text: "Criminal Investigations: Access or use of this computer system by any person w/".

6. If the submit is successful, the user password reset proceeds as normal from this point. An email containing a partial password is sent to the user, and they can then login and change their password using the partial password from the email combined with their pin code. It should be noted that once a user has reset their password via this mechanism, it will not allow them to do it again until they fully reset their password via the email partial password and pin