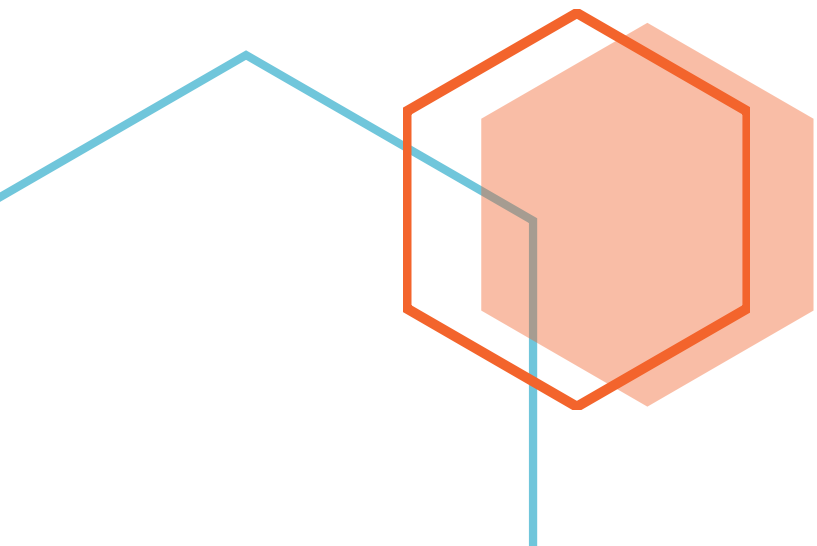




Resetting Passwords – Users Guide

iOS AEGEA Mobile Application

This Users Guide will take you through the steps to reset your password in the iOS AEGEA mobile application.





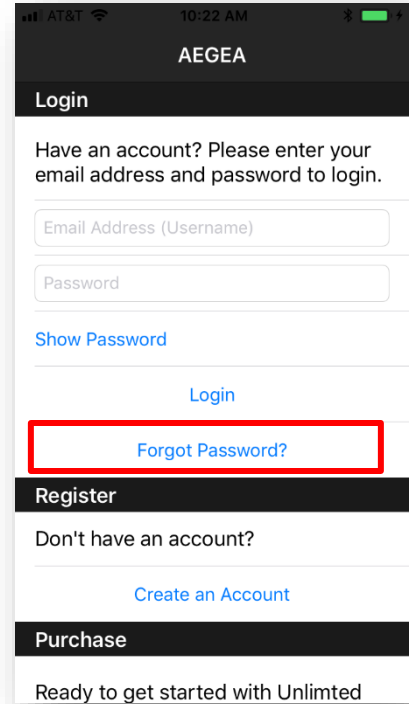
Resetting Passwords



Resetting Passwords – Login Screen

To start the password reset process, you will select the Forgot Password? button, highlighted by the red box in the image.

Please note that you will need to know and have access to your Email Address (Username) used to register your account. Part of the password reset process requires that you retrieve a passcode from an email that will be sent to your Email Address (Username).



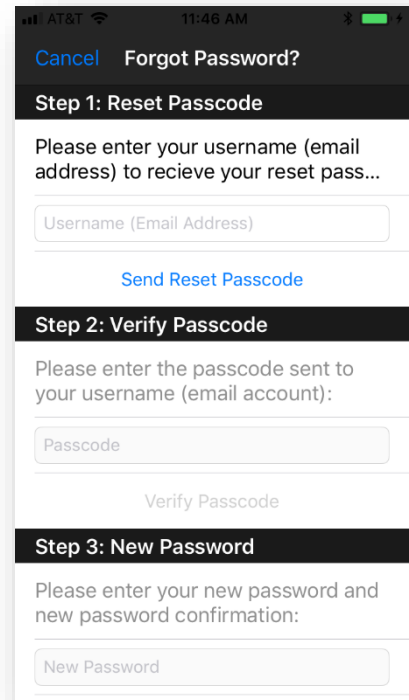
Resetting Passwords – Forgot Password Screen

There are three steps to resetting a password.

Step 1: You will enter the Email Address (Username) you provided at registration and select the Send Reset Passcode. The system will send an email to your Email Address (Username) with the reset passcode required for the next step.

Step 2: You will enter the passcode from the system email and select the Verify Passcode. The application will then verify the entered passcode and make sure that it's valid. If the passcode is valid, then you will be able to move to Step 3.

Step 3: You will enter a new password, confirm the new password and then select the Save New Password button.



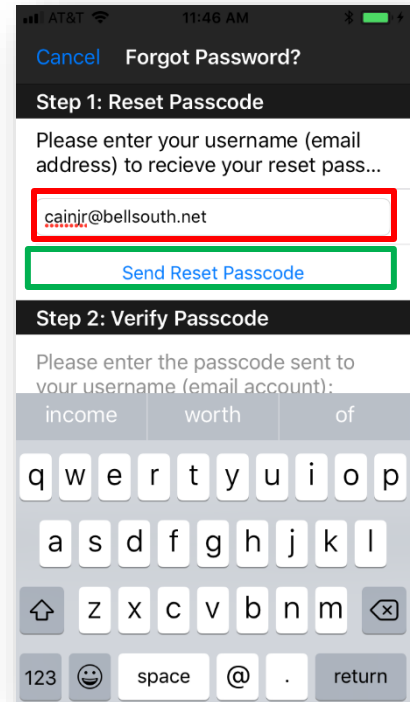


Resetting Passwords – Emailing a Passcode

In the Email Address (Username) box, highlighted by the red box in the image, the Email Address (Username) used during registration.

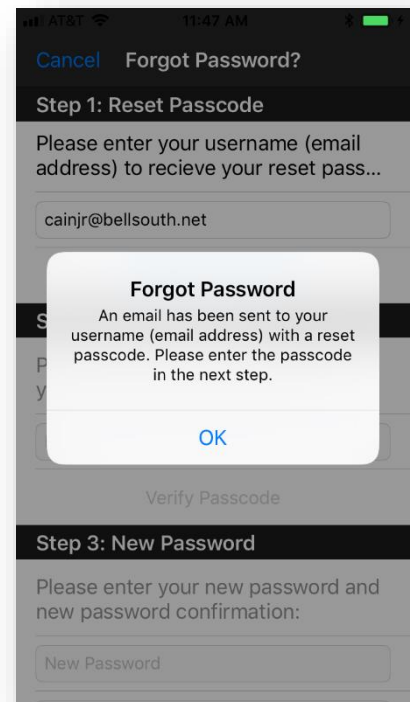
Select the Send Reset Passcode button, highlighted by the green box in the image, to have your reset passcode emailed to the entered Email Address.

Please note that if you use an email address other than the one used at registration, you will receive an error message.



Once the Email Address (Username) has been validated in the system, a message will be displayed letting you know that an email was sent successfully.

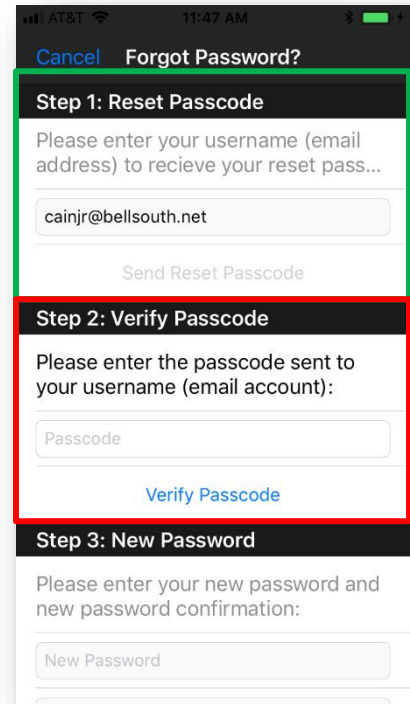
If you see any other messages, these are error messages and must be addressed before you will be able to continue.





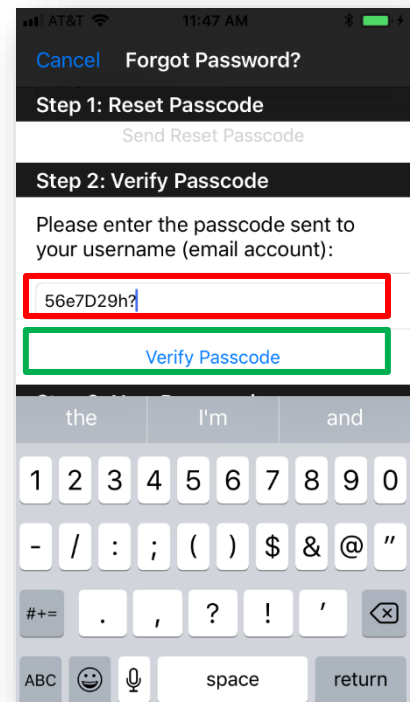
Resetting Passwords – Verifying the Passcode

Once the reset passcode email has been sent, Step 2: Verify Passcode, highlighted by the red box in the image, of the application will become applicable, and Step 1: Reset Passcode, highlighted by the green box in the image, will become disabled.



In the Passcode box, highlighted by the red box in the image, enter the passcode value received in the Password Reset email.

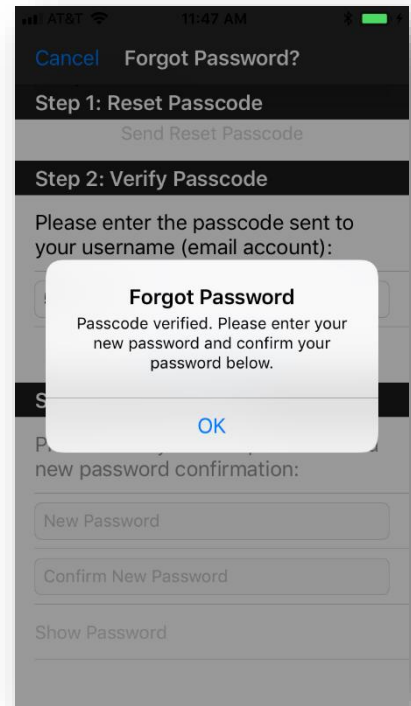
Once the Passcode is completely entered, select the Verify Passcode button, highlighted by the green box in the image.





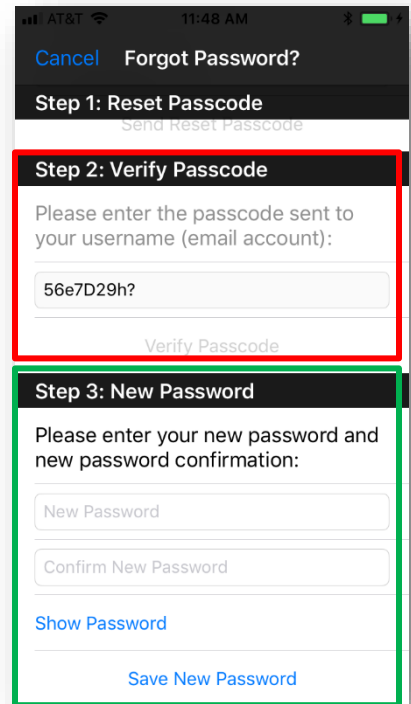
If the Passcode was entered correctly, you will see a message indicating that the Passcode has been verified as successful.

If you see any other message, these are errors and you must fix the error before continuing.



Resetting Passwords – New Password

Once the reset passcode has been verified, Step 3: New Password, highlighted by the red box in the image, section of the application will become applicable, and Step 2: Reset Passcode, highlighted by the green box in the image, will become disabled.





Enter a New Password box, highlighted by the red box in the image, and enter the same password again in the Confirm New Password box, highlighted by the green box in the image.

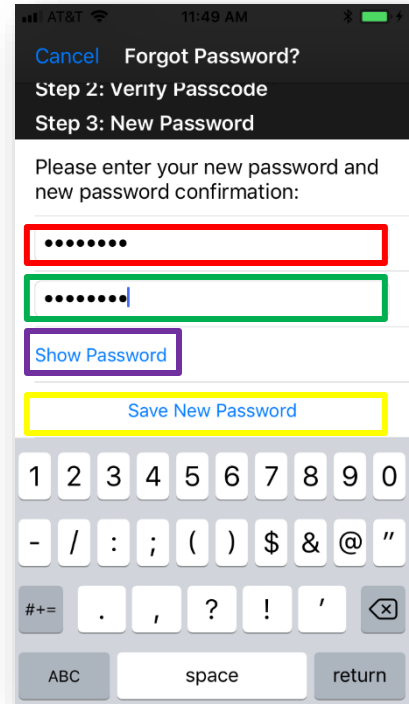
Please remember, your password will need to meet certain criteria:

- Your password must be 8 characters long
- You must have one lower case letter
- You must have one upper case letter
- You must have one number
- You must have one special character (e.g. #, \$, @, ! ...)

If needed, use the Show Password, indicated by the purple box to make the password text clear for reading.

Select the Save New Password button, highlighted by the yellow box in the image, to save your new password.

If a message appears, this is an error message and will need to be addressed and resolved before the New Password can be saved and updated.



Resetting Passwords – Reset Complete

If your new password is saved and updated successfully, you will be brought back to the Login Screen.

