Password Reset - FORGOT PASSWORD

USERS ARE ABLE TO RESET THE PASSWORD IN THE EVENT IT HAS BEEN FORGOTTEN. THIS IS A "SELF-SERVICE" TOOL AND

DOES NOT REQUIRE THE ASSISTANCE OF THE AGENCY'S SYSTEM ADMINISTRATOR. THIS GUIDE CAN BE USED AS A COMPANION DOCUMENT TO DEMONSTRATE THE FULL PROCESS AND WHAT STEPS TO EXPECT.

*Please Note – For a user to take advantage of this process, an active and accessible email address will need to be saved in the User Base tab of the staff member's profile. This will need to be completed by either the end user or a System Administrator prior to the reset.

To add an email address to a User Profile please do the following:

Updating Contact Information

1. Login to Servicepoint
2. Click the little gear to the left of your name
3. Your User Profile will Pop Up
4. Here you can update your email address and phone number
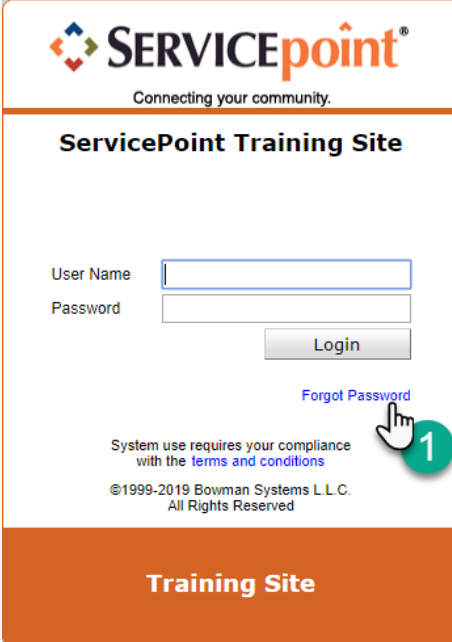
Resetting the Password

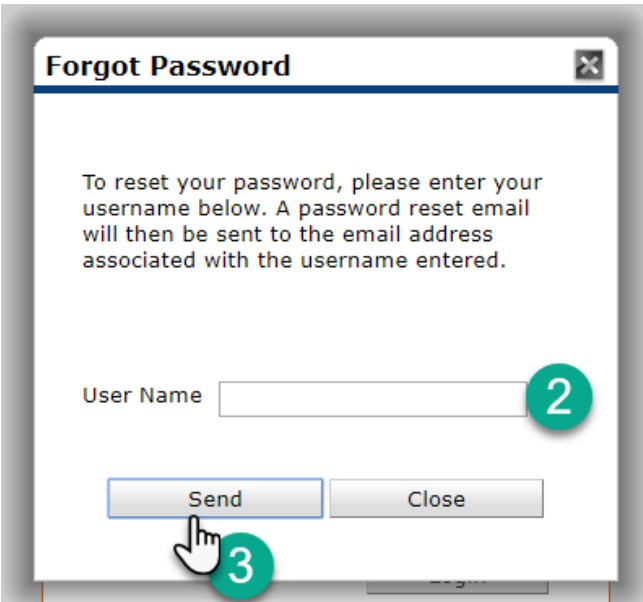Users can reset their password if it has been forgotten. If a User requires a password reset, follow the steps on the screen and in this guide to gain access to the database.

Click the **Forgot Password** Link.

The screen will refresh, and "verification" screen will appear. Type in the User Name that is used to log into Servicepoint and click Send. A link will then be sent to the email address that you have in Servicepoint.

A popup will appear. You will need to **enter your Username** (2) and click **Send** (3).

A confirmation window will appear notifying you that a password has been sent to the associated email address. Read the message it provides. Once you've read the information, close the confirmation window using the **Close button** (4).
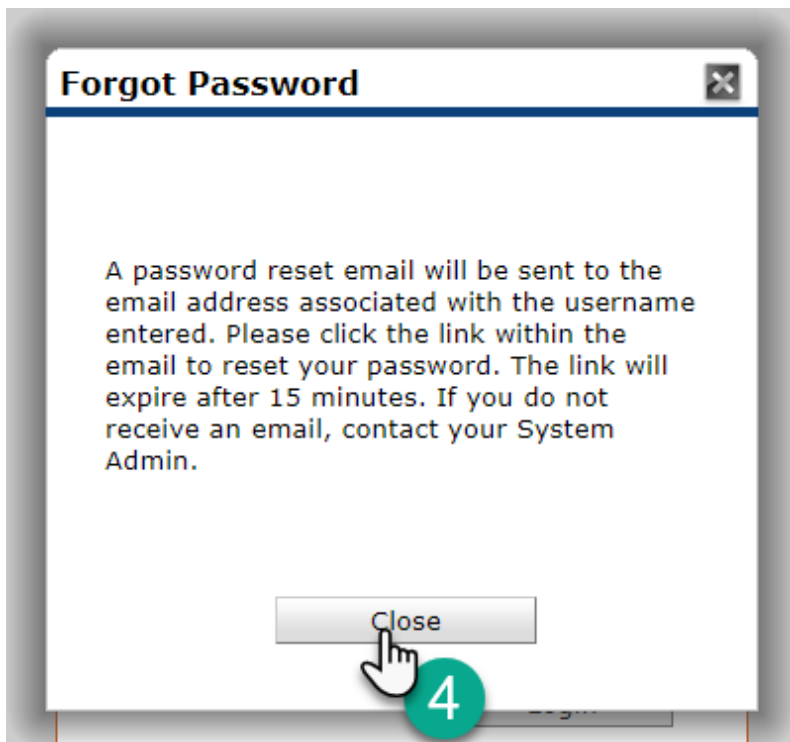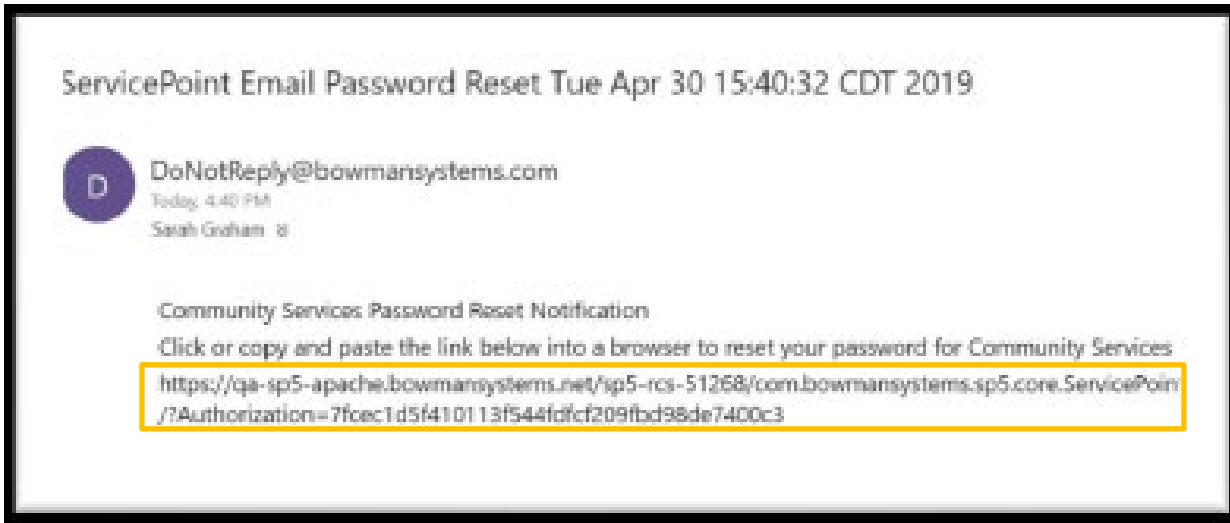
Note: If there is no email address in the system or the email address is invalid the same message will appear however no email will be sent, and you will need to contact the ICA to have your password reset. SEE UPDATING EMAIL ADDRESS above.

If a valid email address is associated with that username, an email should arrive in your inbox from **DoNotReply@bowmansystems.com** with a subject that contains **"ServicePoint Email Password Reset"** followed by the date and time the reset was requested. The email will contain a long link. You have approximately fifteen minutes from the time shown in the email subject to utilize the link. **After fifteen minutes, the link will expire.**

Note: If you do not receive the password reset email, check your spam/junk folder. If it is not in your spam/junk folder, then you will need to contact the ICA for a password reset.

Depending upon your email client, it will either show text or a hyperlink. Click or copy and paste the link provided into a browser to reset your password.

Note – this email could be in a SPAM/JUNK folder depending on the user's email rules. Check these folders if the email is not in the default INBOX and there is a valid email address in the user's profile.

The browser window will open and depending on the speed of your browser you may see a "Validating Token" message

After clicking the link, you will be brought to a Reset Password screen. On this screen, you will need to **enter a new password twice**, once in the upper field and again in the lower field (5). Once you have entered the new password twice, click **Save** (6). If the password you entered meets the minimum requirements, you will be logged into ServicePoint.

*Note - Keep in mind the minimum requirements of at least one uppercase letter, one lowercase letter, one number and one symbol. Please note these are new password requirements and may be different than those used prior to this password reset.

Important

If the user using Forgot Password is a new user that has never logged into ServicePoint then after they "Save" their new password, they will be presented with the EULA screen. They must accept it otherwise they will not get access to ServicePoint.

Minimum password requirements

Effective with ServicePoint v5.12.68, the minimum password requirements have changed in order to increase the security of the system. A password must now include:

- At least one uppercase letter

- At least one lowercase letter

- At least one number

- At least one symbol

In addition, ServicePoint will not allow you to reuse recent previous passwords.

If your current password does not meet the minimum requirements above, you will not be required to change your password to a new password that meets the minimum criteria until (1) your regularly scheduled password reset is due, (2) you lock yourself out and have to change your password, or (3) you decide to change your password before your regularly scheduled password reset. If you have any questions, please contact the ICA.

Troubleshooting

■If an End User is locked out of ServicePoint due to 3 incorrect passwords the forgot password functionality will reset this back to 0 and allow the End User to reset password. The lockout functionality will continue to work after it has been reset.

■A new object called "User Reset Password Reset" has been added to the Audit Report. This Object can be selected to limit the results to display only this audit data.

■If you try to reset the password for an End user who has a "User Expiration" date that has passed then the user will not get a password reset email since the user is inactive. If the "User Expiration" date is a future date, then the user will be allowed to reset their password.