

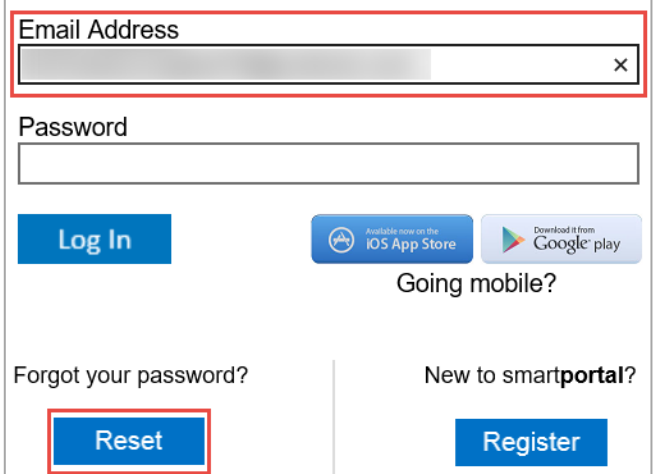
Password Reset

Overview: This job aid reviews the process of resetting your smartmail & smartportal password.

smartmail is an encrypted and secure email delivery system, available through the smartportal website. All smartmail messages sent to your email address are stored and available at any time in the smartportal system. You are also able to send encrypted replies to any message, and/or upload documents securely back to our document management system.

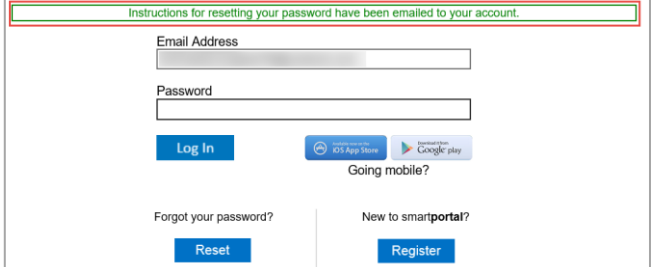
1. If you forgot your password, you can reset it.

Enter your registered email address, and then click the **Reset** button.



The image shows the smartportal login and registration interface. It features two input fields: 'Email Address' and 'Password'. Below these fields are two buttons: 'Log In' and 'Reset'. The 'Reset' button is highlighted with a red box. To the right of the 'Log In' button are links for 'Available now on the iOS App Store' and 'Download it from Google play'. Below these links is the text 'Going mobile?'. At the bottom, there are two sections: 'Forgot your password?' with a 'Reset' button (highlighted with a red box) and 'New to smartportal?' with a 'Register' button.

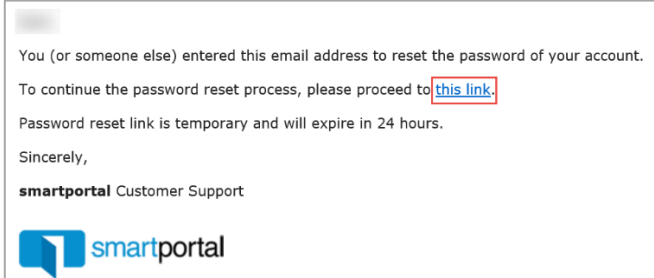
2. If the email address matches, then an instructional message will be posted as shown outlined in green: **Instructions for resetting your password have been emailed to your account.**



The image shows the same smartportal login and registration interface as before, but with a green box at the top containing the message: 'Instructions for resetting your password have been emailed to your account.' The 'Reset' button is still highlighted with a red box.

3. A password reset email is sent immediately to the email address entered in the smartportal log in window.

Click on the words **this link** with in the body of the email.



The image shows the body of an email sent for password reset. It contains the following text: 'You (or someone else) entered this email address to reset the password of your account. To continue the password reset process, please proceed to [this link](#). Password reset link is temporary and will expire in 24 hours. Sincerely, smartportal Customer Support'. The 'this link' is highlighted with a red box. At the bottom is the smartportal logo.

4. Enter and confirm a new password, ensuring that the strength meter shows an entry of **strong** (or higher), and meets all the password requirements.

Then click the **Save** button.

Please Note: If you click the **Password Requirements** link in the 'Create Password' window, you will be shown the password criteria, as listed below:

Your password must meet the following criteria:

- The password must rate **Strong** or higher on the strength meter.
- The password must contain characters from at least 3 of the 4 following categories:
 - Upper Case Letter (A-Z)
 - Lower Case Letter (a-z)
 - Numbers (0-9)
 - Symbols (ex.: !, #, \$, %, etc.)
- The password cannot be the same as the Username.
- The password must have a minimum of 8 characters.

Once you've entered a password that rates Strong and meets all criteria above, re-enter it in the **Confirm Password** field.

5. Once the password reset is accepted, the password reset window will close. You will immediately receive an email confirmation that your password has been reset.

Return to any smartmail message and click the **View smartmail** link in the body of the email to login and view the message.

The screenshot shows a 'Create a Password' form. It has two input fields for password and confirm password, both masked with dots. A strength meter below the first field shows a yellow bar and is labeled 'good (40%)'. A 'Password Requirements' link is in the top right. A blue 'Save' button is at the bottom right.

This screenshot shows the same 'Create a Password' form, but the strength meter is now green and labeled 'strong (52%)'. A red box highlights the password requirements:

- The password must contain characters from at least 3 of the following 4 categories:
 - English uppercase characters (A - Z)
 - English lowercase characters (a - z)
 - Base 10 digits (0 - 9)
 - Non-alphanumeric (for example: !, \$, #, or %)
- The password cannot be the same as the username
- The password must have a minimum of 8 characters

The blue 'Save' button is still at the bottom right.

