

# EDI Support Services

## ***User Documentation: Forgot Username/Password in the EDISS Gateway***

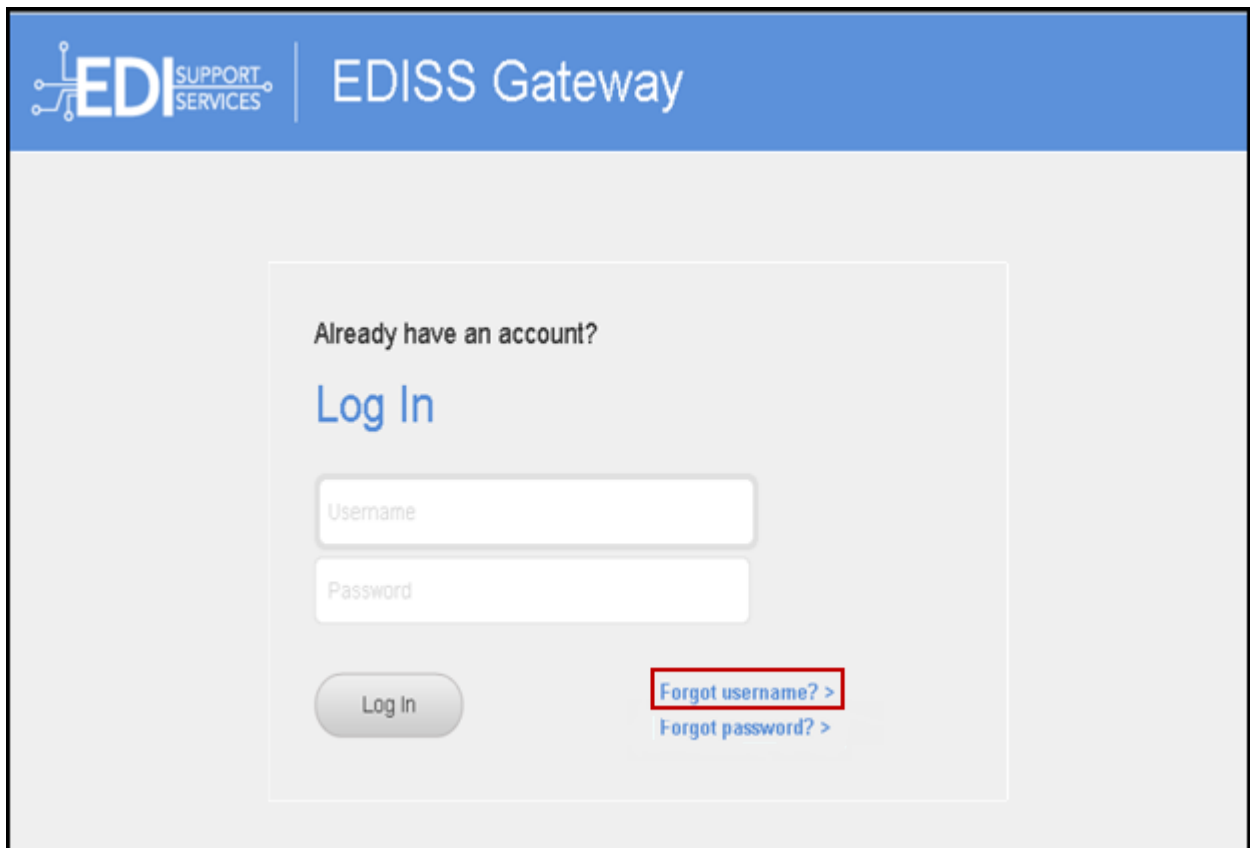
If a Submitter has forgotten their username or password, they have the ability to use the Forgot username/Forgot password options on the EDISS Gateway SSPR login screen to gain access to their account.

### **In this document:**

- Forgot Username Option
- Forgot Password Option

### ***Forgot Username Option***

1. Click on *Forgot Username?*



EDI SUPPORT SERVICES | EDISS Gateway

Already have an account?

Log In

Username

Password

Log In

**Forgot username? >**

Forgot password? >

2. Enter email address attached to the SSPR account.
3. Click *Search*.

## Forgot Password/Username in the EDISS Gateway Continued...

Password Self Service

https://accountmgt2.edissweb.com/sspr/public/ForgottenUsername

Apps | Inbox - snlswany@gm... | Imported From IE | TIBCO SSPR PROD

EDI SUPPORT SERVICES

### Forgot Username

NetIQ Self Service Password Reset

Please type in the following information. This information will be used to lookup your forgotten username.

Email Address\*

Search Cancel

**Note:** If the email is not located, the screen will display *Unable to find username. Please try again.*

Password Self Service

https://accountmgt2.edissweb.com/sspr/public/ForgottenUsername

Apps | Inbox - snlswany@gm... | Imported From IE | TIBCO SSPR PROD

EDI SUPPORT SERVICES

### Forgot Username

NetIQ Self Service Password Reset

Please type in the following information. This information will be used to lookup your forgotten username.

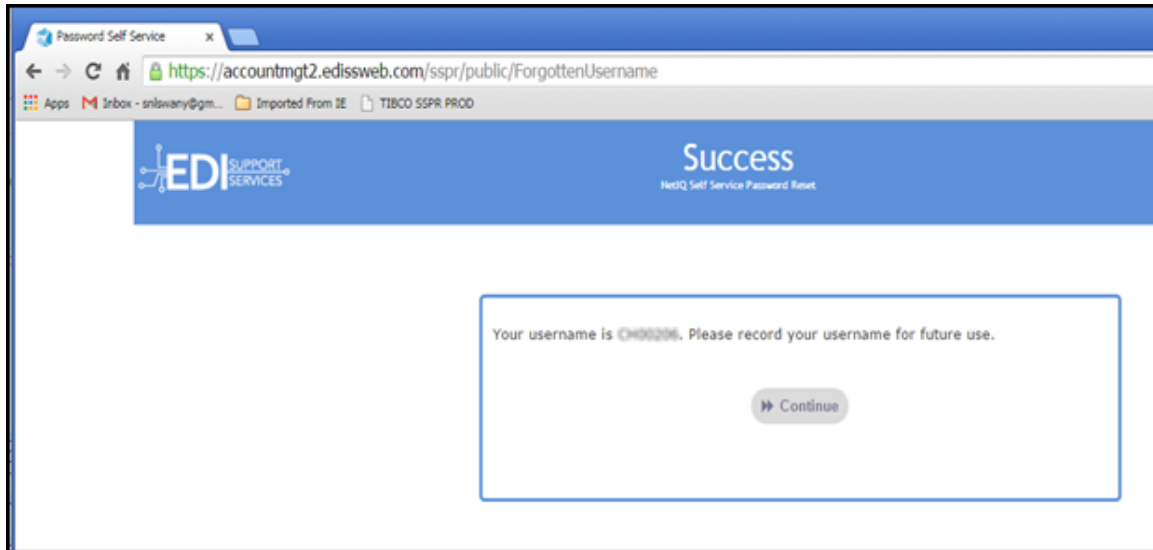
Unable to find username. Please try again.

Email Address\*

Search Cancel

4. The Username associated with the email address will appear.

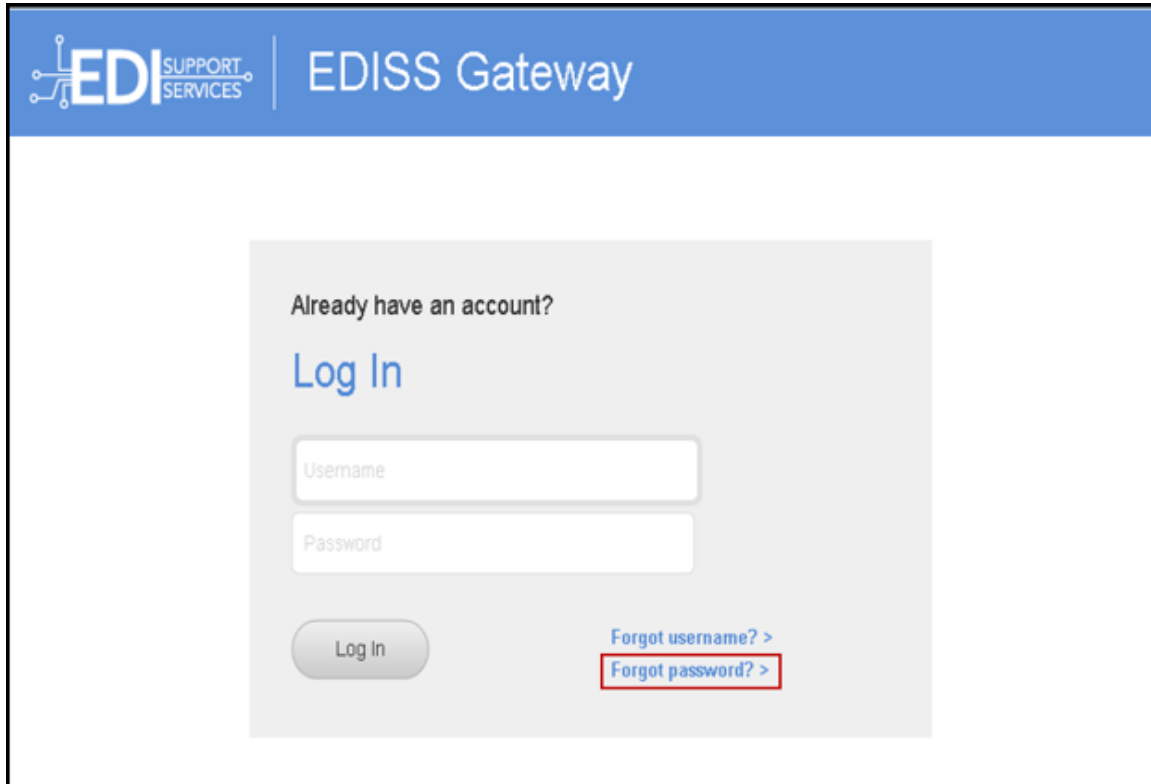
## ***Forgot Password/Username in the EDISS Gateway Continued...***



### ***Forgot Password Option***

1. Click *Forgot Password?*

## Forgot Password/Username in the EDISS Gateway Continued...



EDI SUPPORT SERVICES | EDISS Gateway

Already have an account?

Log In

Username

Password

Log In

[Forgot username? >](#)

[Forgot password? >](#)

2. Enter your Username.

3. Click *Search*.

**NOTE:** If the Username does not exist with EDISS you will receive a message indicating that there is no Username on file.

## ***Forgot Password/Username in the EDISS Gateway Continued...***

EDI SUPPORT SERVICES

Forgotten Password  
NetIQ Self Service Password Reset

If you have forgotten your password, follow the prompts to reset your password.

Username

Q Search Cancel

4. Answer the security questions that were completed during initial registration.
5. Click *Check Answers*.

## Forgot Password/Username in the EDISS Gateway Continued...

EDI SUPPORT SERVICES

### Forgotten Password

NetIQ Self Service Password Reset

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

Please type your security answers

What city / town were you born in?

What is the name of your favorite pet?

What is your favorite team?

What is your favorite vehicle?

What is your favorite food?

✓ Check Answers   ⏪ Cancel

6. You will then be prompted to create and confirm a new password.

Password criteria:

- At least eight (8) characters, maximum of 16
- At least one upper-case letter
- At least one lower-case letter
- At least one number
- At least one special character (@, \$ or #). Do not use '&' or '+'
- The use of dictionary names or words as passwords is prohibited.
- The same password cannot be reused for 6 generations.

## Forgot Password/Username in the EDISS Gateway Continued...

EDI SUPPORT SERVICES

### Change Password

NetIQ Self Service Password Reset

Home Logout

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.

Please type your new password

New Password

Confirm Password

Change Password Cancel

7. Click *Continue* to go to the login screen.

EDI SUPPORT SERVICES

### Success

NetIQ Self Service Password Reset

Home Logout

Your password has been changed successfully.

Continue

## Forgot Password/Username in the EDISS Gateway Continued...

EDI SUPPORT SERVICES

### Forgotten Password

NetIQ Self Service Password Reset

If you have forgotten your password, follow the prompts to reset your password.

Username

Q Search Cancel