

EDI Support Services

User Documentation: Forgot Username/Password in the EDISS Gateway

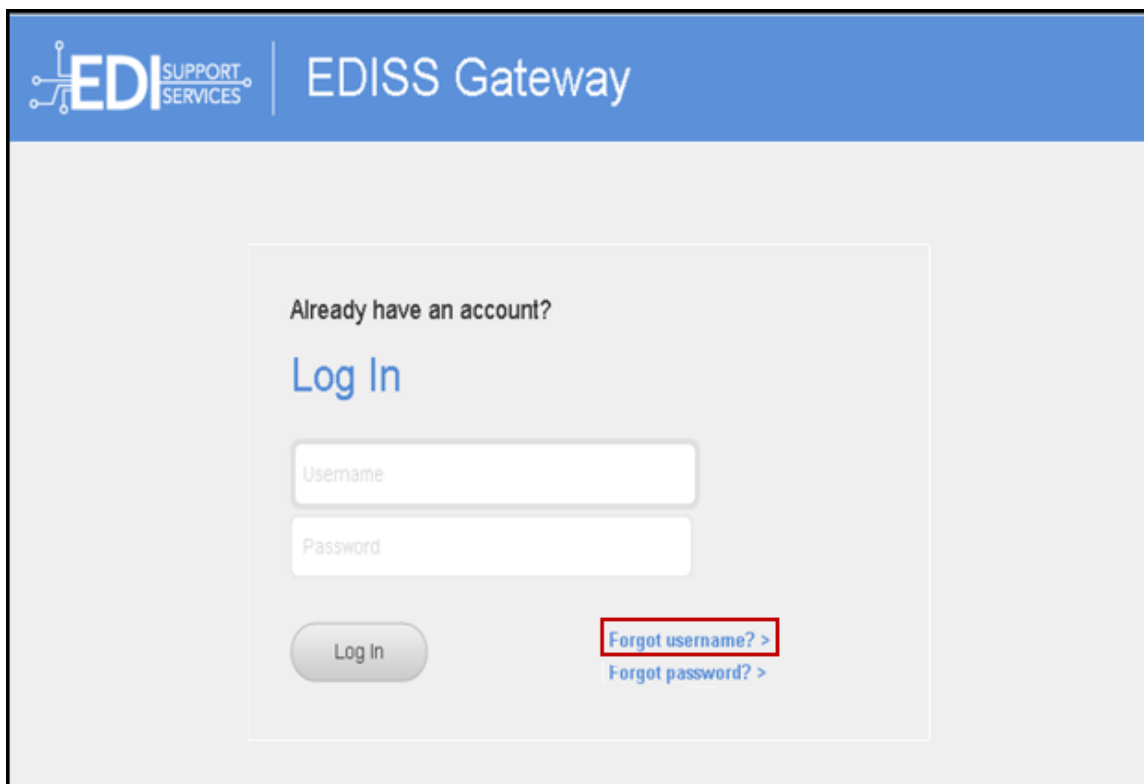
If a Submitter has forgotten their username or password, they have the ability to use the Forgot username/Forgot password options on the EDISS Gateway SSPR login screen to gain access to their account.

In this document:

- Forgot Username Option
- Forgot Password Option

Forgot Username Option

1. Click on *Forgot Username?*



The screenshot shows the EDISS Gateway login interface. At the top left is the EDI Support Services logo. The header text reads 'EDISS Gateway'. Below the header, there is a login form with the text 'Already have an account?' and a 'Log In' link. The form contains two input fields: 'Username' and 'Password'. Below the input fields is a 'Log In' button and two links: 'Forgot username? >' (highlighted with a red box) and '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*

support@edissweb.com

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.

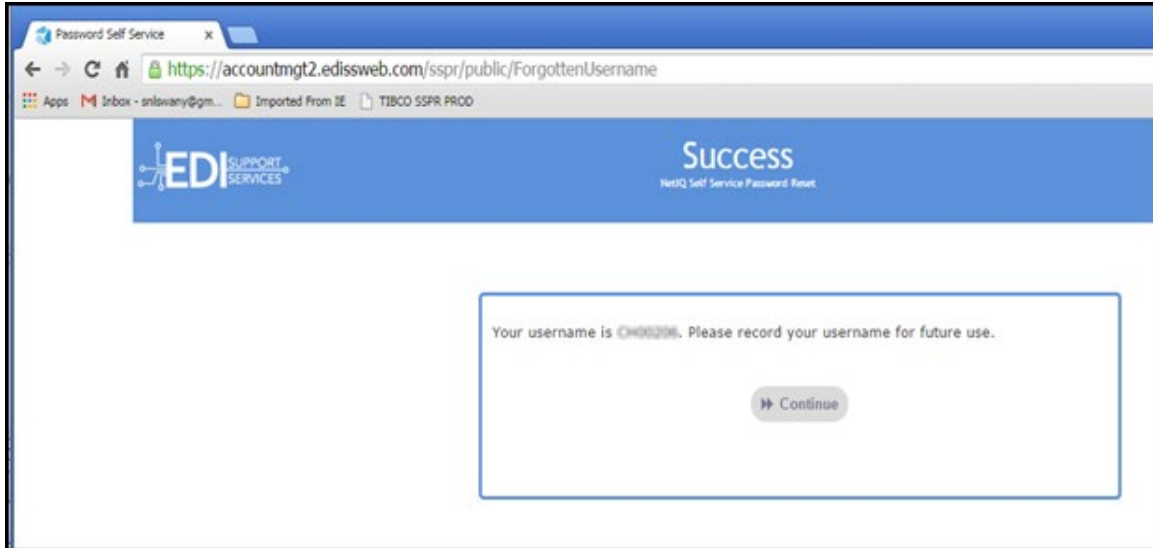
Email Address*

support@edissweb.com

Search Cancel

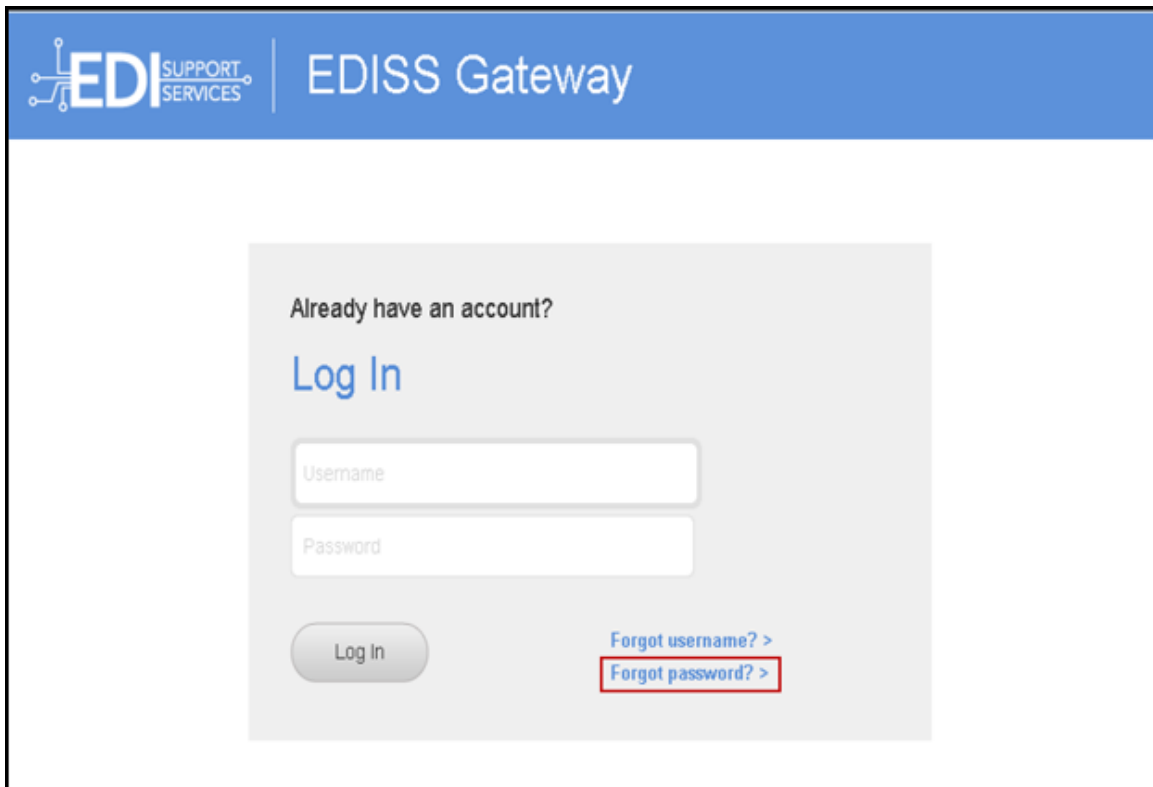
4. The Username associated with the email address will appear.

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



Forgot Password Option

1. Click *Forgot Password?*

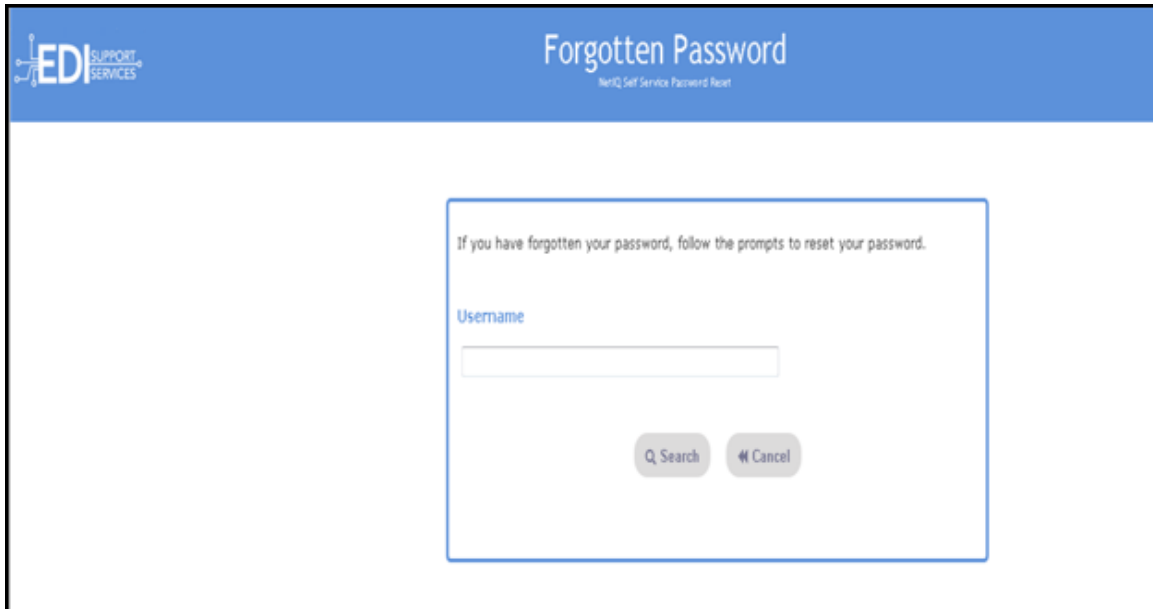


2. Enter your Username.

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

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.



The screenshot shows a web interface for password recovery. At the top left is the 'EDI SUPPORT SERVICES' logo. The main header is 'Forgotten Password' with the subtitle 'NetIQ Self Service Password Reset'. The central content area contains a text prompt: 'If you have forgotten your password, follow the prompts to reset your password.' Below this is a label 'Username' followed by a text input field. At the bottom of the form are two buttons: 'Q Search' and '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.

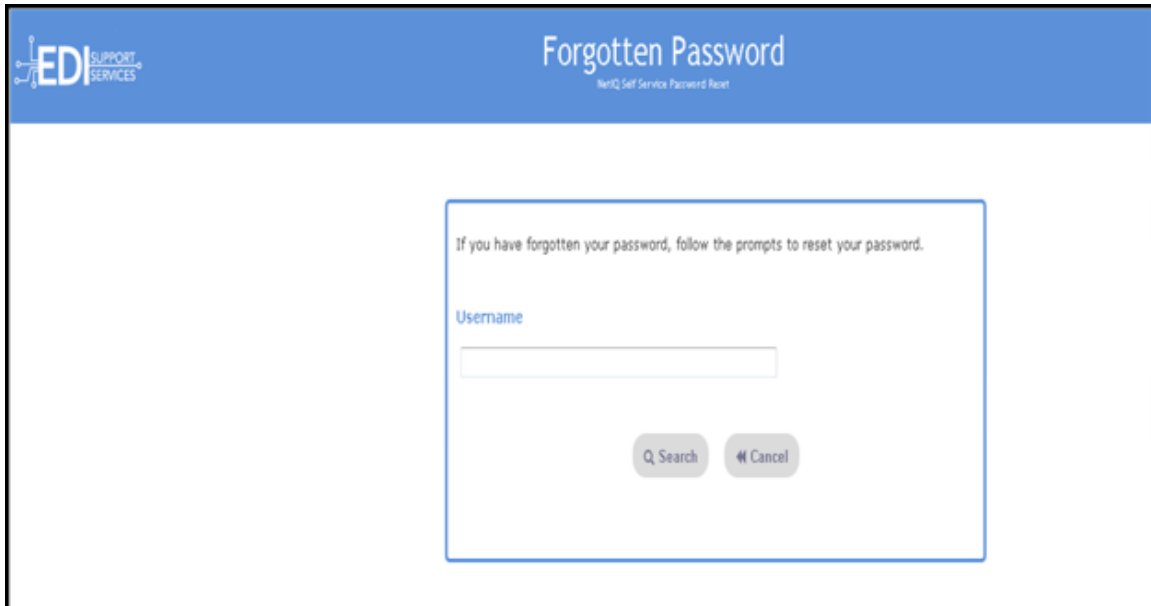
Forgot Password/Username in the EDISS Gateway Continued...

The screenshot shows the 'Change Password' page. The header includes the EDI Support Services logo on the left, the title 'Change Password' with the subtitle 'NetIQ Self Service Password Reset' in the center, and 'Home' and 'Logout' links on the right. The main content area contains a text box with instructions: '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:'. Below this are two bullet points: '• Password is case sensitive.' and '• Must be at least 8 characters long.'. There is a blue bar with the text 'Please type your new password'. Below that are two input fields: 'New Password' and 'Confirm Password'. At the bottom of the form are two buttons: 'Change Password' and 'Cancel'.

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

The screenshot shows the 'Success' page. The header includes the EDI Support Services logo on the left, the title 'Success' with the subtitle 'NetIQ Self Service Password Reset' in the center, and 'Home' and 'Logout' links on the right. The main content area contains a text box with the message: 'Your password has been changed successfully.'. Below the message is a single button labeled 'Continue'.

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



The screenshot shows a web interface for password recovery. At the top left is the EDI SUPPORT SERVICES logo. The top right header reads 'Forgotten Password' with a sub-header 'Net2 Self Service Password Reset'. The main content area contains a blue-bordered box with the following elements:

- Instructional text: "If you have forgotten your password, follow the prompts to reset your password."
- Label: "Username"
- Input field: A single-line text box for entering the username.
- Buttons: Two buttons labeled "Q Search" and "Cancel".