

EDI Support Services

User Documentation: Forgot Username/Password in the EDISS Gateway

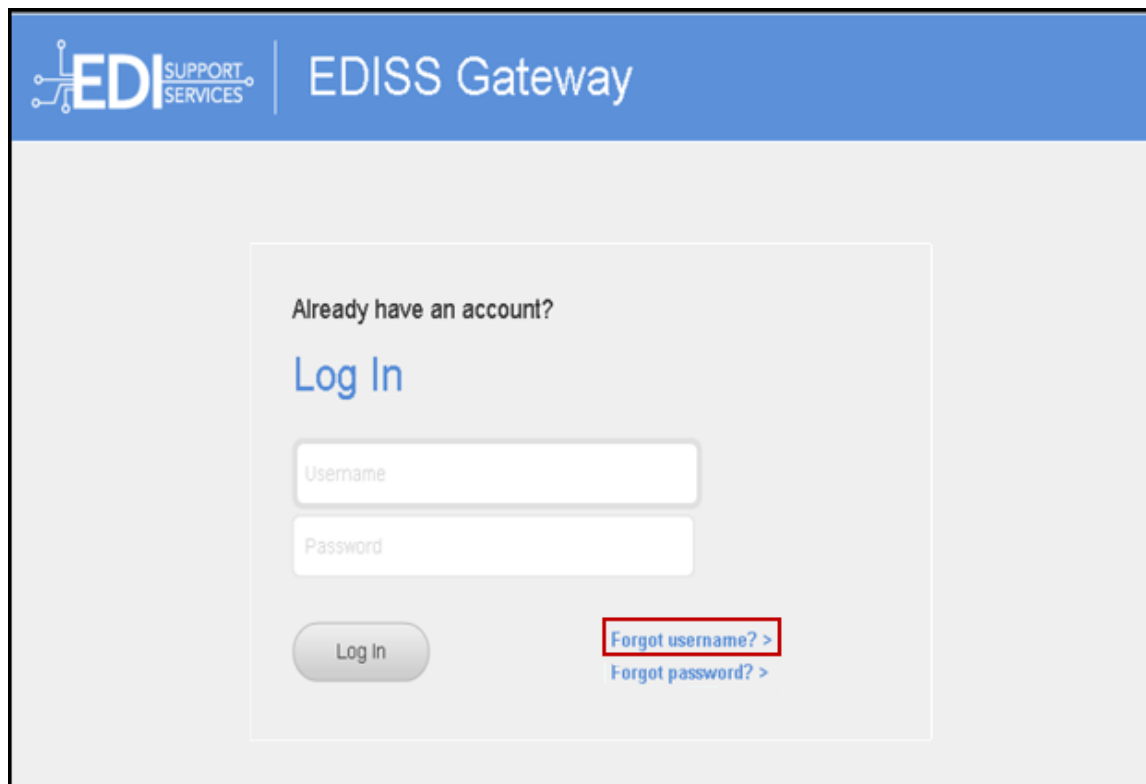
If a Submitter has forgotten their username or password, they can use the Forgot username/Forgot password options on the EDISS Gateway SSPR login screen to gain access to their account.

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. To its right is the text 'EDISS Gateway'. Below this is a login form with the heading 'Already have an account?'. Underneath is a large blue 'Log In' link. The form contains two input fields: 'Username' and 'Password'. Below the fields is a grey 'Log In' button. To the right of the button are 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*

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.

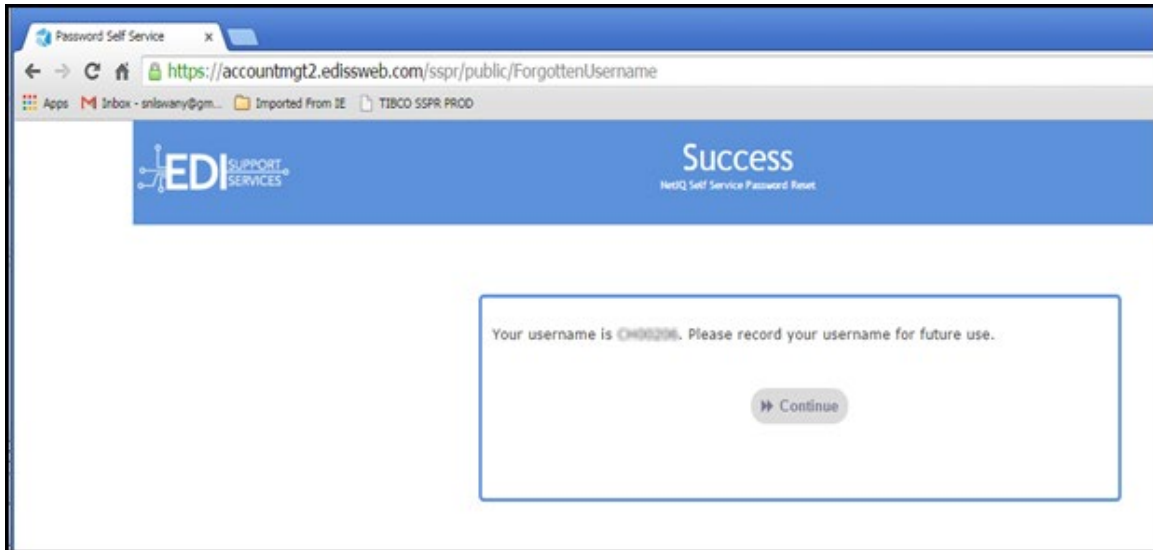
Unable to find username. Please try again.

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?*

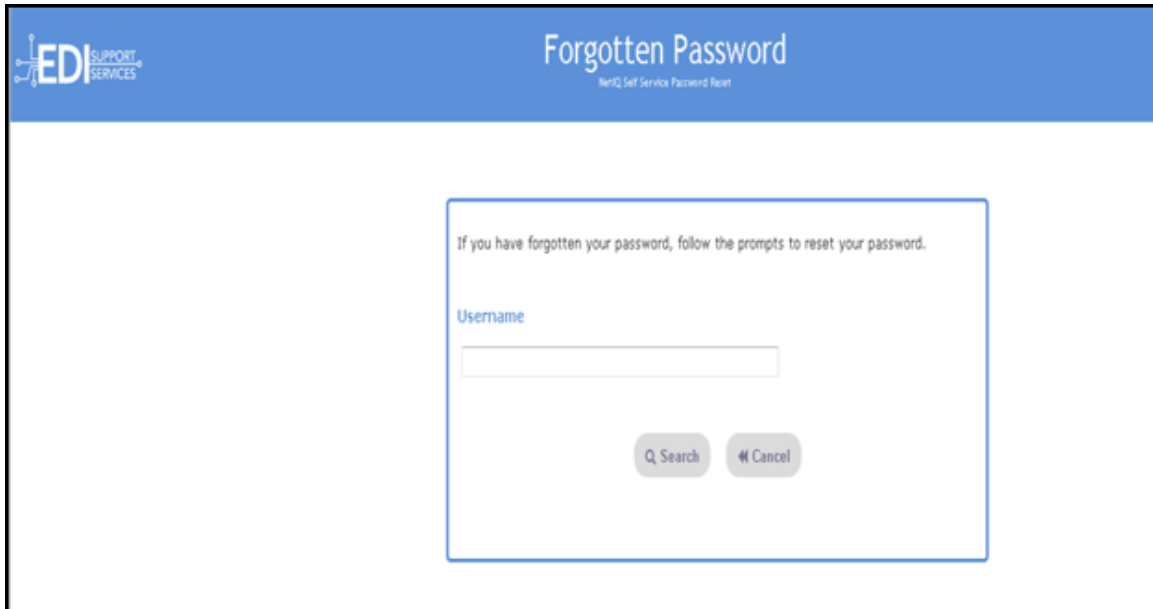


2. Enter your Username.

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 reset. At the top left is the EDI SUPPORT SERVICES logo. The main header is blue with the text "Forgotten Password" and "NetIQ Self Service Password Reset" below it. The central content area is white and contains a blue-bordered box with the following elements: a heading "Forgotten Password", a sub-heading "NetIQ Self Service Password Reset", a message "If you have forgotten your password, follow the prompts to reset your password.", a label "Username" above a text input field, and two buttons at the bottom: "Q Search" and "Cancel".

4. Answer the security questions that were completed during initial login.

5. Click *Check Answers*.

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

EDISS 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.
- Maximum Sequential Repeat: 2 (e.g. LL or GG or 00 is the max of repeats of a character allowed)
- Maximum characters from previous password: 4

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' in the center, and 'Home' and 'Logout' links on the right. Below the header, a central box contains 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:'. The requirements are: 'Password is case sensitive.' and 'Must be at least 8 characters long.'. Below the instructions are three input fields: a blue bar for 'Please type your new password', a 'New Password' field with a clear icon, and a 'Confirm Password' field. At the bottom of the box 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' in the center, and 'Home' and 'Logout' links on the right. Below the header, a central box contains the message: 'Your password has been changed successfully.'. At the bottom of the box is a 'Continue' button.