

Password Changes

In early June, changes to the login process will be installed:

Password requirements will be stricter.

1. Passwords must be 8 characters in length
2. Passwords **will be case sensitive.**
3. Passwords must include at least one number, one letter and one character (for example: stamPer!!987)

Users will be required set up challenge questions These questions will allow them to reset their password in the future. **NOTE: On the date the change is installed – existing users will be re-directed to the screen below to set up their challenge questions. You will not be able to log in until you have entered challenge questions.** In the future, all new users will be redirected to this screen during their first login.

CHALLENGE QUESTIONS

The both questions and answers are required. Answers must be at least 8 characters long, are case sensitive, and cannot be the same as the questions.

Question 1:

Answer 1:

Question 2:

Answer 2:

After you click “Update Challenge Questions,” you’ll be taken to the main login screen.

RESETTING FORGOTTEN / EXPIRED PASSWORDS

1. Now that you have challenge questions set up, you’ll be able to reset your password should you forget your password or get locked out of the system. The main login screen will have a “Forgot/Reset Password” link.

Login ID:

Password:

[Forgot/Reset Password](#)

2. Click on Forgot/Reset password. You’ll be taken to the following screen:

Enter Your UserID:

- After you enter your UserID, your challenge questions will appear. Type in your responses and click "Submit Answers"

Note: Enter the answers to your challenge questions below.

Question 1: *Where did I go for my honeymoon*

Question 2: *My mother's middle name is*

- When you submit the correct answers, you'll be taken to the main UserID permissions screen, where you will set a new password for yourself. After you press Reset Password, you'll be taken to the Synthesis main page.

PASSWORD CHANGE

To change your password, you must enter it the same way in both fields. It is case sensitive, and must contain at least one letter, one number, and one character. It must also be at least 8 characters long.

New Password:

Re-Enter New Password:

CHALLENGE QUESTIONS

The both questions and answers are required. Answers must be at least 8 characters long, are case sensitive, and cannot be the same as the questions.

Question 1:

Answer 1:

Question 2:

Answer 2: