

PASSWORD RESET FOR LOTUS WEB ACCESS

We have implemented a new password reset system for Lotus web access users. This system is based on a Challenge/Response procedure outlined below.

Some guidelines:

1. You MUST know your current password to setup the challenge/response mechanism.
2. This is a onetime question which you pick from a drop down list of available questions
3. No one else will have access to your Challenge/Response answer
4. When you log in to your Lotus web access email you will be forced to setup the question/answer if you have not done so already.

IF YOU NEVER SETUP YOUR QUESTION/ANSWER (FIRST TIME LOGIN WITH NEW SYSTEM)

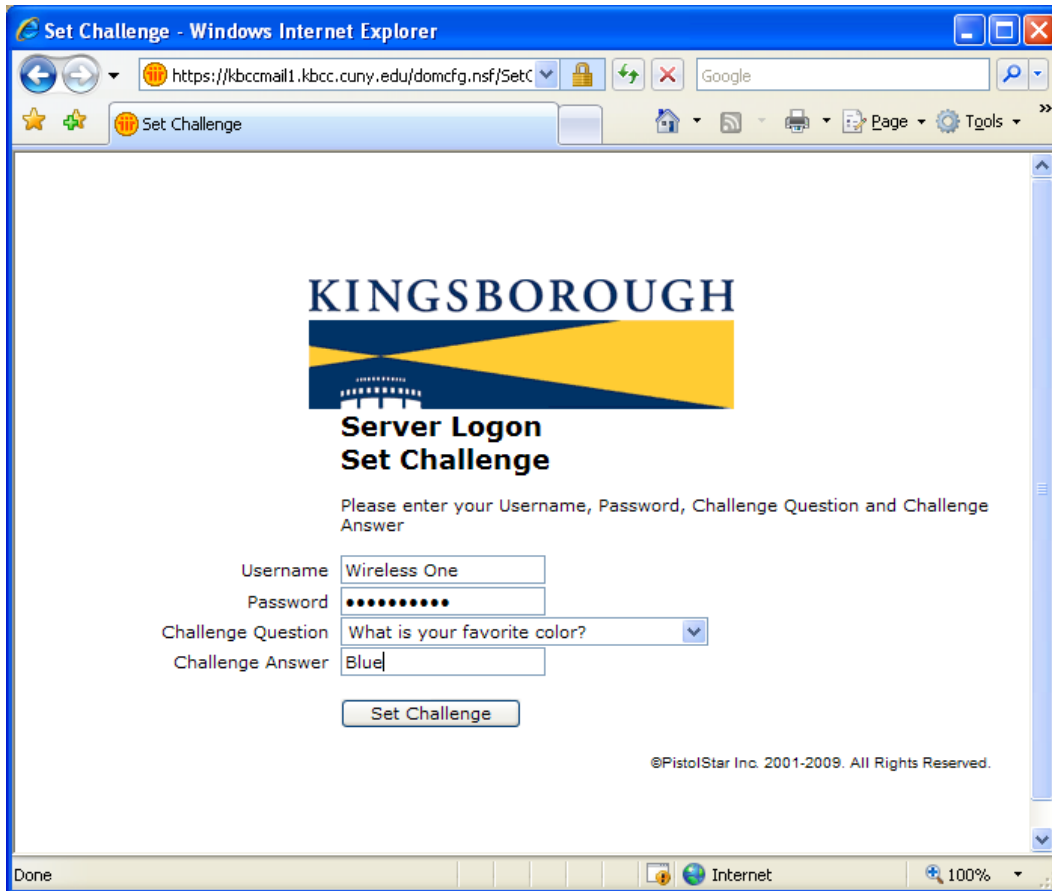
1. Log in as usual to the Lotus web access email, if you have not setup your challenge/response question, you will now be prompted to.



2. First time setup will show you a green box "Missing Challenge Question/Answer"
3. Click on the link in the Green Box "Click here to go to the Set Challenge Question/Answer page"



4. Enter your Lotus user name (remember its "First<space>Last name")
5. Enter your current Password
6. Pick any Challenge Question from the drop-down list



7. Click on Set Challenge
8. You are now all set and will be directed into your mailbox as usual.

IF YOU FORGOT YOUR LOTUS PASSWORD BUT NEVER SETUP THE QUESTION/ANSWER

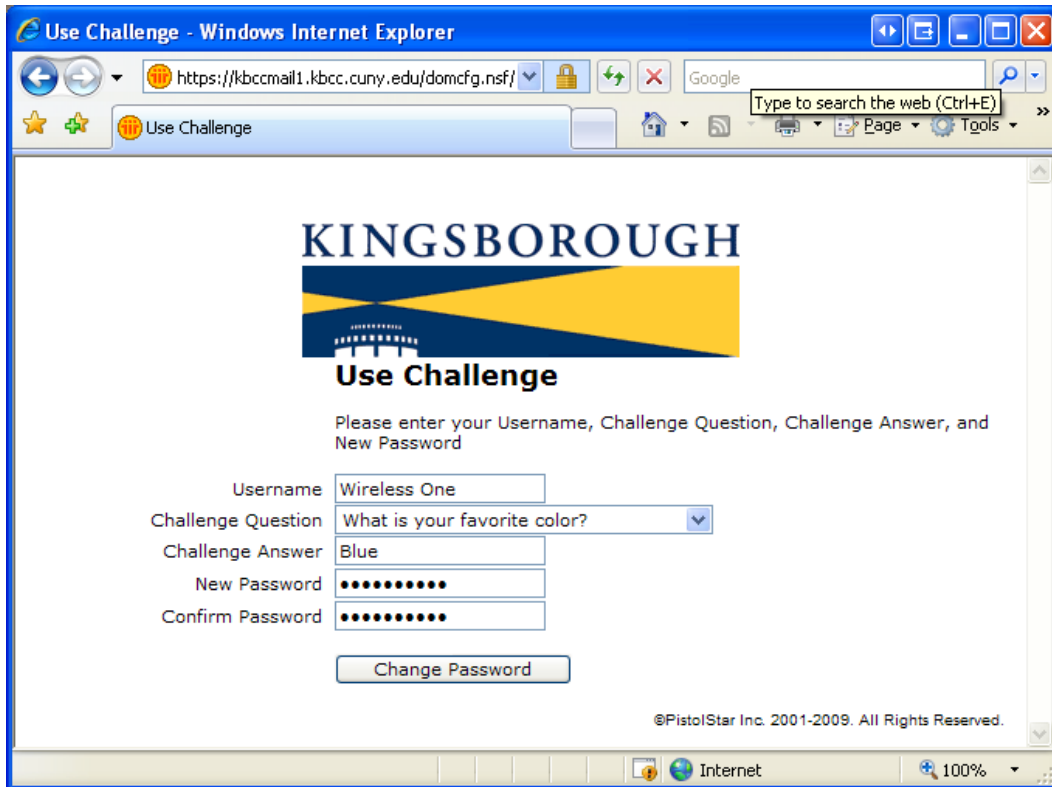
1. Call the Help Desk to open a ticket for forgotten password
2. Once you get your Temporary password use the procedure above to set up the Question/Answer for the first time.

RESETING YOUR PASSWORD USING THE CHALLENGE/RESPONSE SYSTEM

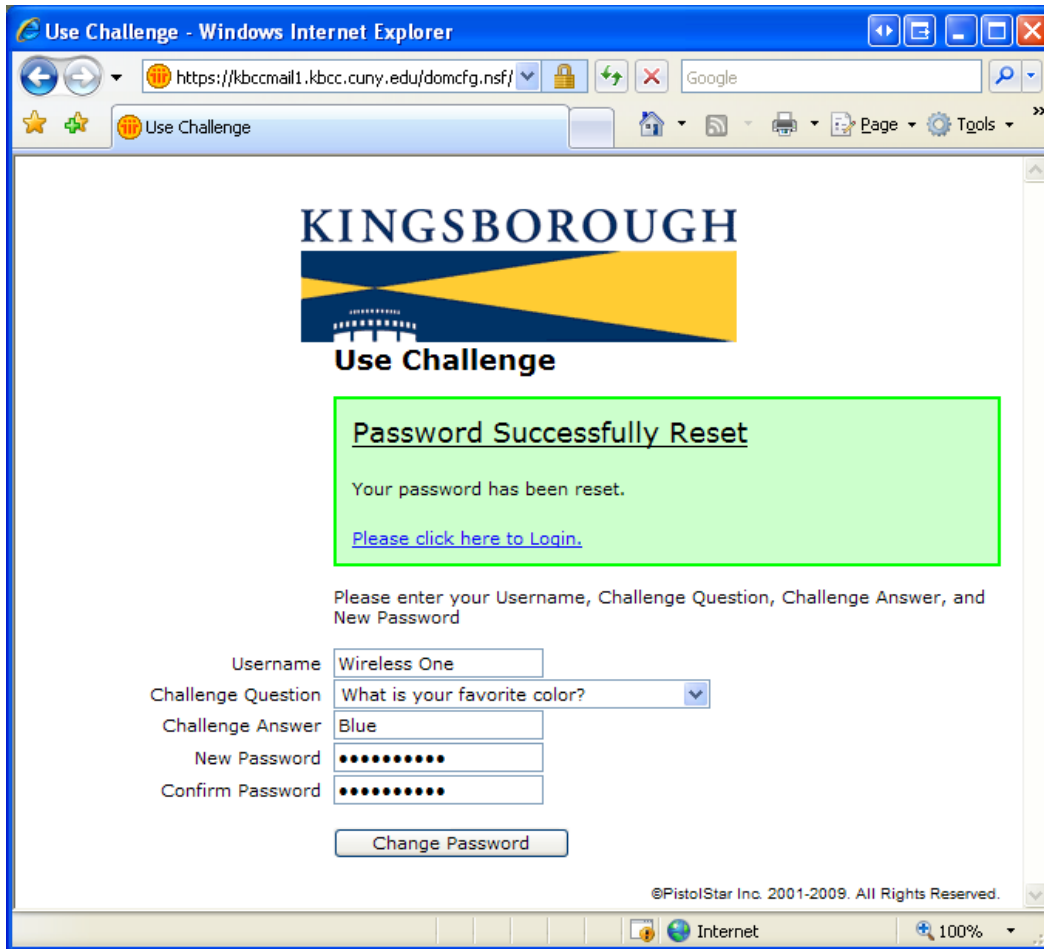
1. On the Logon Screen you will find two links right below the “Log On to Lotus” Button.
2. DO NOT enter any information in the Username or Password fields; simply CLICK on the “Forgot Password? Click here” Link (highlighted in the screenshot below):



3. On the “USE CHALLENGE” screen, follow the prompts:



4. Enter your full name(with the space)
5. Pick the question you chose during your first time setup (See first section in this document)
6. Type in your answer
7. Choose a new password
8. Type the new password again and click on Change Password
9. If you answered correctly, you will get a green box with a link to login:



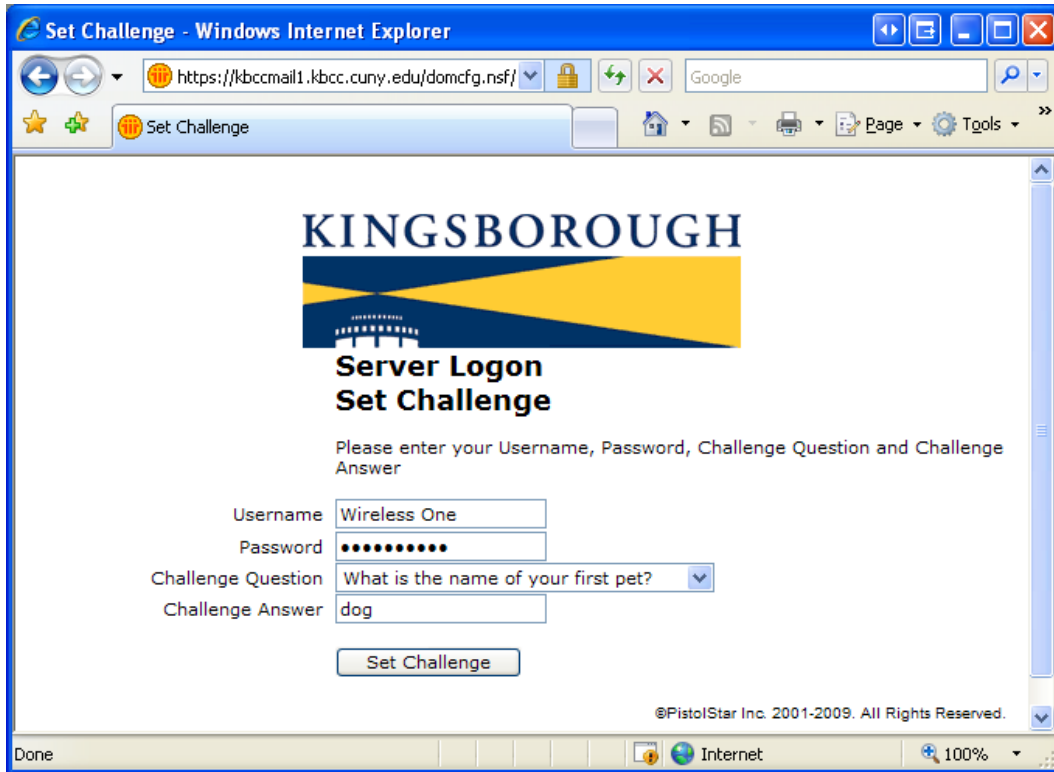
10. Click on “Please click here to login” to go to the login screen and use your new password.

IF YOU WANT TO CHANGE YOUR CHALLENGE/RESPONSE ANSWER

1. On the login screen (before login in), click on the second link on the bottom of the page “Set Challenge question & answer here” (See highlight on screenshot below):



2. Enter your username AND password (you must know your current password in order to change a question):



3. Once you entered the correct information, click on “Set Challenge”
4. If everything was entered correctly, you will now be taken to your mailbox as usual.

TO CHANGE YOUR CURRENT PASSWORD (IF YOU KNOW IT AND JUST WANT A DIFFERENT ONE)

1. On the login screen just click on the “Set Password” button with or without entering your information:



2. Enter your full name, current password and the new password then click “Set Password” and you are done.

PLEASE NOTE: CHANGING OR RESETTING YOUR LOTUS WEB ACCESS PASSWORD DOES NOT RESET OR CHANGE YOUR FULL CLIENT PASSWORD!

PLEASE CALL THE HELP DESK IF YOU ARE STILL HAVING PROBLEMS WITH LOTUS WEB ACCESS LOGIN.