PASSWORD RESET FUNCTIONALITY IN POSSE APPLICATION

v. 1.1.0

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CONTENTS

SUMMARY

POSSE now has a Password Reset function, which will allow all users to reset their passwords, as well as recover their account, utilizing their email address and/or cell phone number already registered in POSSE.

In order to execute this new functionality, all existing users will be prompted to reset their password and then to add a cell phone number (if one is not already registered) or to opt out of text messages.

This manual contains the steps that a user will be required to take in order to reset their password and recover their account via email or text message.

- PASSWORD RESET: PASSWORD EXPIRATION - See Section 1

- PASSWORD RECOVERY: FORGOTTEN PASSWORD – See Section 2

SECTION 1

PASSWORD RESET: PASSWORD EXPIRATION

As the Password Reset is deployed, passwords for all existing POSSE accounts will expire.

Users will be required to create a new password.

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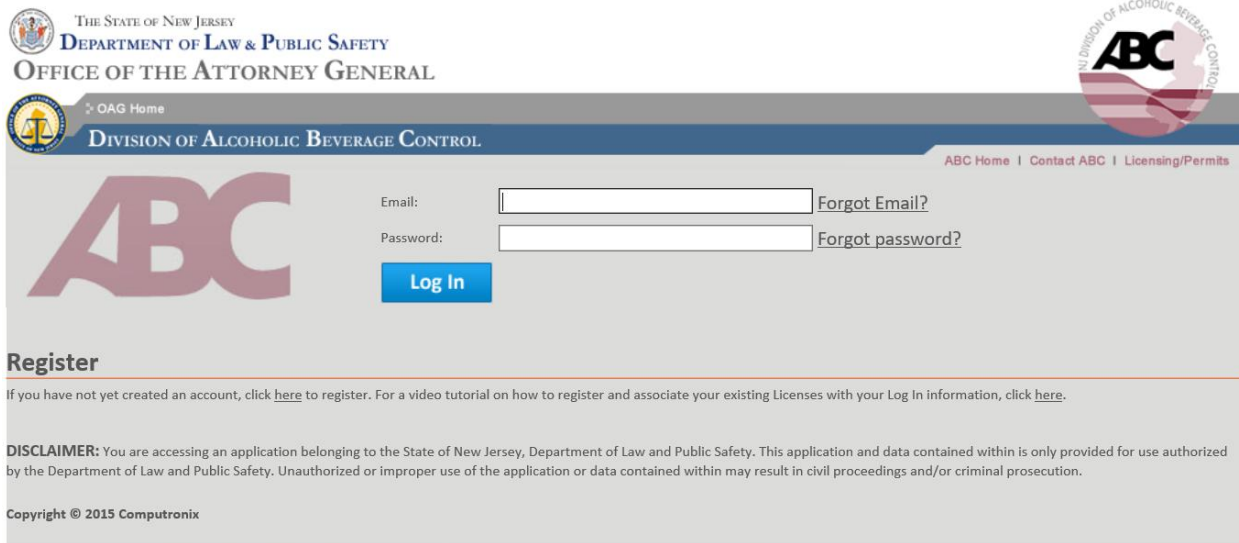
To access their account, the user must enter their existing log-in credentials. Once the email address and password entered at log-in are authenticated, each user will be prompted to create a new password.
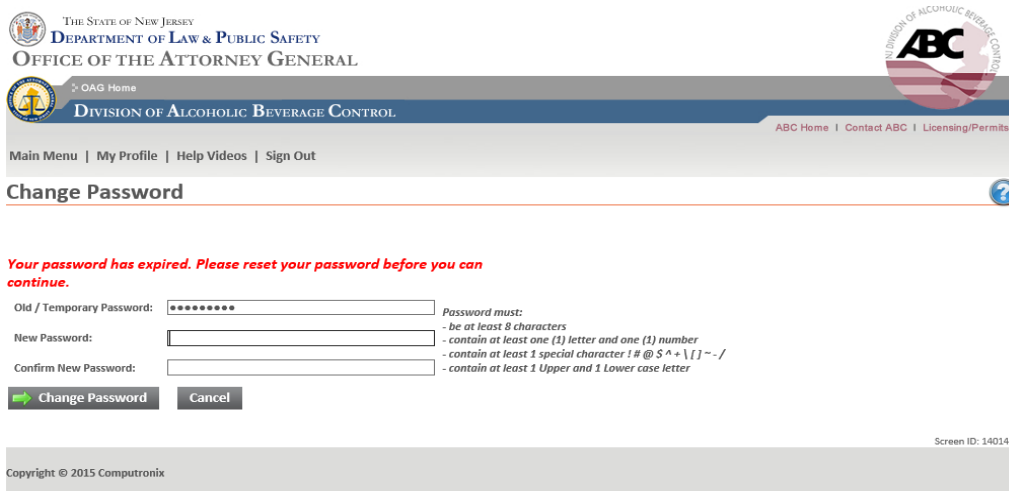
After successfully changing their password, users will directed to the "My Profile" page where they must either enter a cell phone number or opt out of text messaging for password recovery in the future. The user must click "Save" to finalize the password reset, after which they may access the Main Menu.

If the user opts out at this time but wishes to enter a cell phone in the future, they may update their information in the "My Profile" page in their POSSE account at any time.
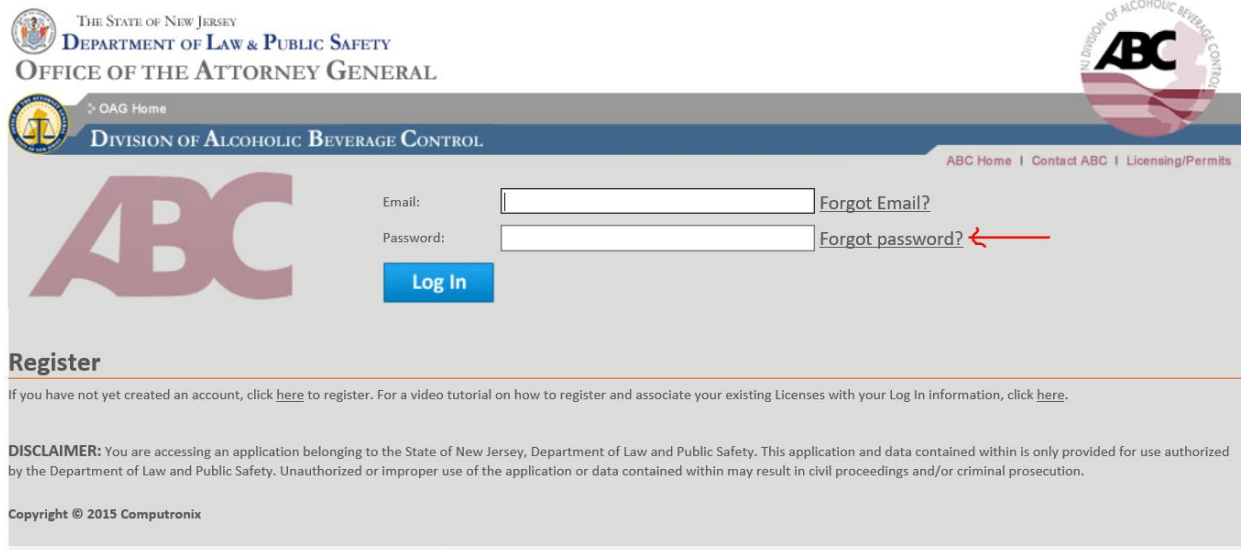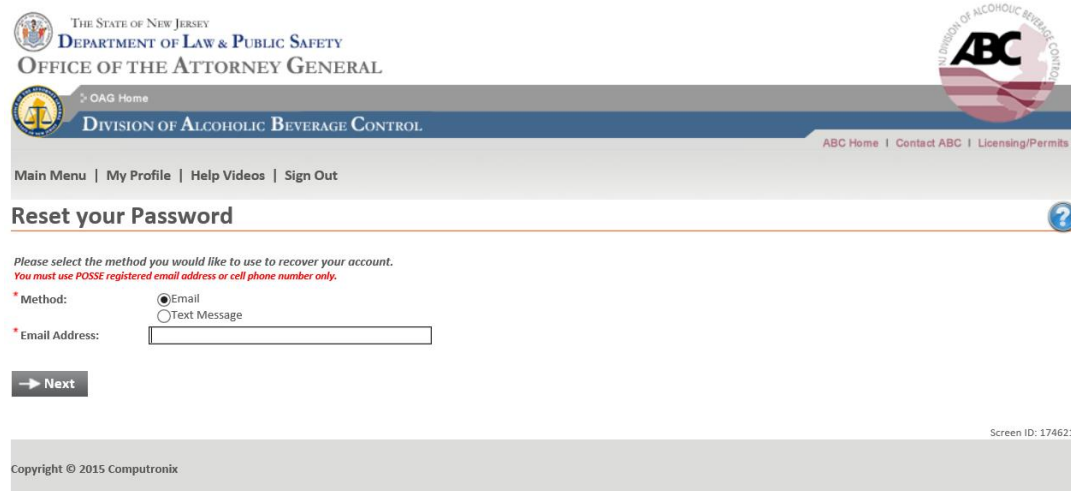
SECTION 2

PASSWORD RECOVERY: FORGOTTEN PASSWORD

A User must click "Forgot Password?" to initiate account recovery if the password has been lost or forgotten.
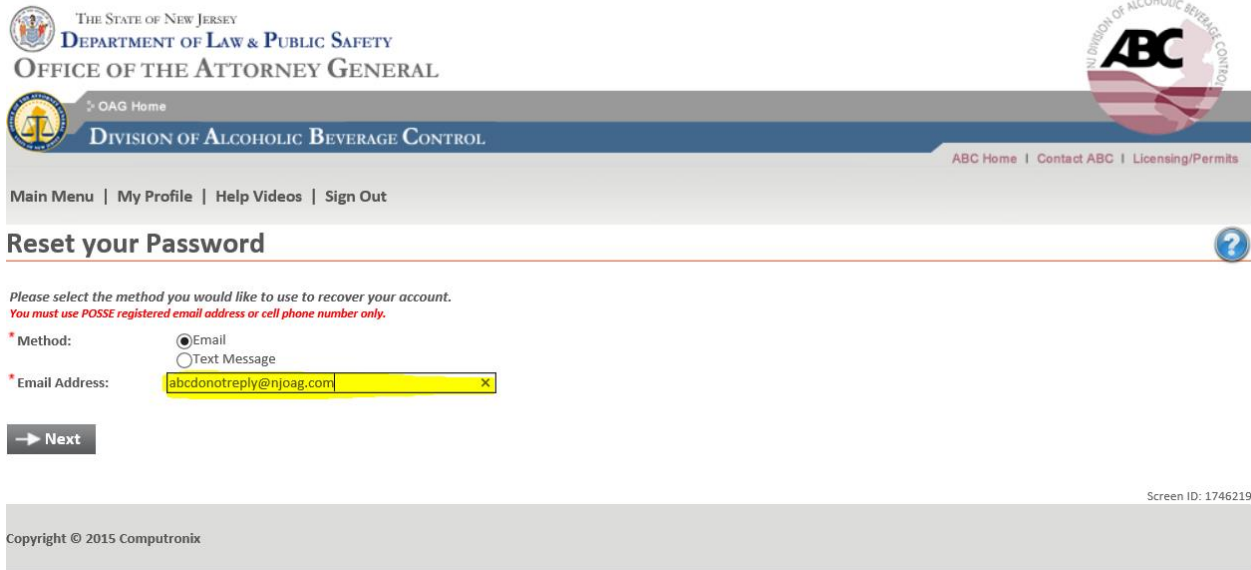

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Account recovery method options are "Email" or "Text Message."

According to the recovery method selected, a user will enter either an email address or the cell phone number already associated with the users account in POSSE and click "Next."

Below is a sample email and a text message that user will receive, depending on the method used.
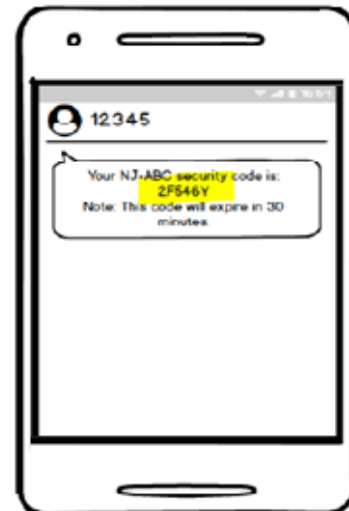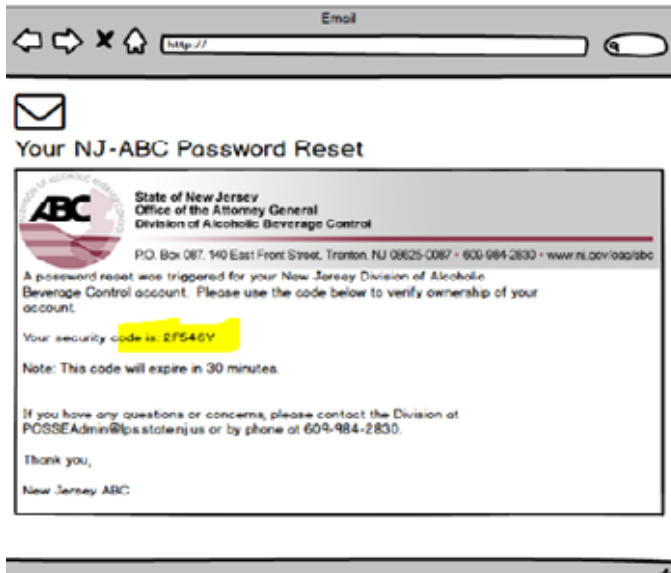
Next the user will be prompted to check either their email account or their text messages to retrieve and enter the temporary security code provided (each security code is valid for a period of 30 minutes) and click "Next."

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After the security code has been submitted, the User will be prompted to create a new password for their account.

To finalize the new password change click "Reset Password".