Password Reset

FOOTHOLD TECHNOLOGY

AWARDS "Keys to Getting Started" Guide

AWARDS contains Password Reset functionality that enables you to quickly and easily regain access to the system if you forget your username and/or password. As an AWARDS user – whether you are an employee or a consumer – you need to complete a few quick data entry steps to make sure you can take advantage of this helpful tool, all detailed for you in this getting started guide. And if you're an AWARDS Administrator, you'll also want to be aware of some related oversight tools that will help you make sure your users are on the right track. We'll go over those as well, so **read on to learn more!**

AWARDS Users

All AWARDS users – whether they are employees or consumers – must do the following in order to have Password Reset capability available to them:

1. From the AWARDS navigation bar, click the **user name drop-down**, and then click **Password & Security**.

2. Fill in the following:

   - **Security Question**
   - **Security Answer**
   - **Email Address(es)** *

A Closer Look at Password & Security…

- Your Security Question and Answer are totally private.
- * Email address(es) can also be updated under:
  - HR > Staff Information and User Settings > Notifications if you are an employee
  - Your face sheet if you are a consumer

  If you have an email address entered in one of these locations you'll see it in your Password & Security information, and vice versa.

- * If you are an employee you can enter both work and personal email addresses, but your agency may require use of one or the other for external messages.
- All of your agency's email and password rules are displayed on the page.
- You can change your password here, but you don't have to now.

3. Click **UPDATE**.

That's it! You're done! Now for the good part…

From this point forward if you ever forget your AWARDS username or password you'll be able to use the handy **"forgot" links** on the login page to get back on track.

AWARDS

Username

Password

Log In

Forgot username or password ?

Having trouble logging in?

When you click one of these "forgot" links you'll be prompted to enter a combination of info from your Password & Security information so that AWARDS can confirm your identity. Depending on which link you used, you'll then be sent an email with either your AWARDS username, or a way to reset your AWARDS password. If you get stuck at any point in the process, click the **Having trouble logging in** link for assistance.
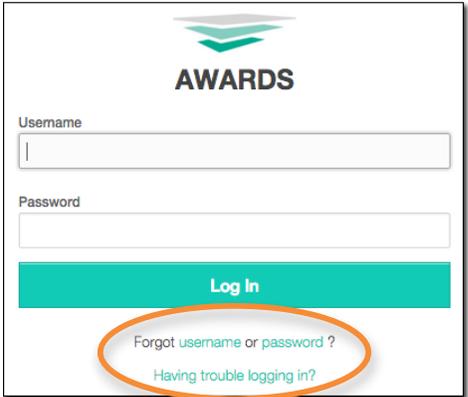
AWARDS Administrators

If you're an AWARDS Administrator you can ensure that your agency is taking full advantage of the Password Reset functionality (and thereby cutting down on requests for assistance when users can't remember their AWARDS username and/or password) by:

A. Confirming that your business rules are set correctly.

By default external recovery emails generated by the Password Reset functionality for employee logins can be sent to **either** the user's work or personal email address, and only one of those addresses will be required as part of the employee's Password & Security information. If your agency would instead like to limit employees to **one** type of email address or the other for those recovery messages, do the following (otherwise skip ahead to item B):

1. Go to **Administration** > **System Setup** > **Business Rules** > **External Email Functionality**.

2. Change **Allowable Email Address for *Forgot Username or Password*** to "Personal" or "Work."

3. Click **UPDATE** to save your changes.

If your users have already begun to enter their Password & Security information prior to your completion of this step, don't worry; your rules will still be applied. It's important to complete this step as quickly as possible though to ensure that the maximum number of users have been required to enter the allowable email address during security information configuration; otherwise they will have the option of entering either. Read on to learn more about how you can audit which Password & Security information each user has set.

B. Checking that users have done their homework.

To confirm that your employees have configured their security information, do the following:

1. Go to **Administration > Human Resources > ReportBuilders > Employees ReportBuilder**.

2. Select the saved report format "Foothold Missing Security Details Report."

3. Click **CONTINUE** to run the report.

Staff members listed in the report when using this saved report format have not yet entered their security details information.

C. And lastly, following up with the users missing security information if you haven't already done so.

Tips for Your AWARDS Toolbox…

- To prevent someone from logging in and using the forgot username / password links, use **Block Login Access**.
- The External Email Functionality feature can also be used to set allowable email address type for external **Notifications**.