ALERT IIS Password Reset Functionality

ALERT IIS is releasing new functionality that will allow users to reset their own password as needed. All users will be prompted to complete security questions upon first login to www.alertiis.org starting September 17, 2014.

This training guide will walk you through setting up your security questions and adding your current email address. Once both are complete, the new password reset functionality will be ready for your use.

Security Questions

**Step 1:** Enter your user information. (Org. Code, Username, Password)

NEW! There is now a “Forgot Password?” option located in the lower left corner of your screen. You must complete the security questions in order to use this new feature.
**Step 2:** Once logged in, ALL users will be automatically prompted to select and answer three security questions.

**NOTE:** Questions **MUST** be answered before continuing. The answers are NOT case sensitive (i.e., it does not matter if you use upper or lower case characters).

The security questions **MUST:**
- Consist of five or more characters
- Not match the other chosen answers
- Be something that you will easily remember

**Step 3:** Select each question from the drop-down menu.
Step 4: Select and enter all fields. The image below displays what your completed Security Question and Answer page should look like.

**NOTE:** Individual answer lengths will vary.

![Security Question and Answer Page](image)

**BELOW:** Images 1 – 2 display common errors that may occur. If you experience any of these errors refer to the following images and match your **ERROR** to the **DESCRIPTION**.

**Image 1**

- **Ex:** Question 2 answers do not match.
- **Ex:** Question 3 answer needs to be five or more characters.
Step 4: Once you have completed all fields, press Submit. You will be redirected to the your organization’s home page.
NOTE: A message will appear if you have not provided ALERT IIS with an email address.

You will be redirected to the main page. Click the "Edit My User Account" option located on the left. Enter in and save your email address. You will then be redirected to your organization’s home page.

Organization’s Home Page – You may begin your session in ALERT IIS at this time.
NEW “Forgot Password?” Button

The “Forgot Password?” button utilizes the security questions and answers. If you have not logged into www.alertiis.org as of September 17, 2014 and established your security questions the password reset feature will not work.

Step 1: Click the “Forgot Password?” link in the bottom left corner of the screen.

Step 2: Enter your Org Code, Username and Email Address and then click Submit.
NOTE: You will receive an error message if your Org Code, Username, or Email Address is incorrect.

Step 3: If all fields are correct you will receive an email within a few minutes.
NOTE: The link within the email to reset your password is only valid for 24 hours.

Step 4: Open the email for the request to change your password (this email will be sent to the email address you have associated with ALERT IIS). Click the BLUE link to reset your password.
Step 5: After clicking the link in the email you will be prompted to answer one of the three security questions previously established.

- Only one of the three questions is required to successfully reset your password.
- If you enter an incorrect answer you will have two additional chances with your following two questions.
- If all answers entered are incorrect, you will receive an error message and must contact the ALERT IIS Help Desk. Please note that your organization’s super user can assist you at this time.

Step 6: Enter your preferred *New Password - Then*Confirm New Password. To complete the process click the Save button. Please note that your new password must be different from your most recent password.

Step 7: After you click the Save button you will be redirected to your organization’s home page – You may begin your session in ALERT IIS at this time.