Resetting Your Password from the Login Page

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SIPS requires users to log in with a unique username and password to access their account. If you have forgotten your password or are logging in for the first time, you can reset it directly from the login page without needing to contact support. Your username and email address associated with SIPS are CaSe SeNsiTiVe, so be sure to enter them exactly as they were registered. Below are the steps to reset your password from the login page.

Related Sections and Articles: *Getting Started, Changing Your Password Through The Settings Options*

Step 1: Click Here to Reset your Password: Click on "Click here to reset your password."



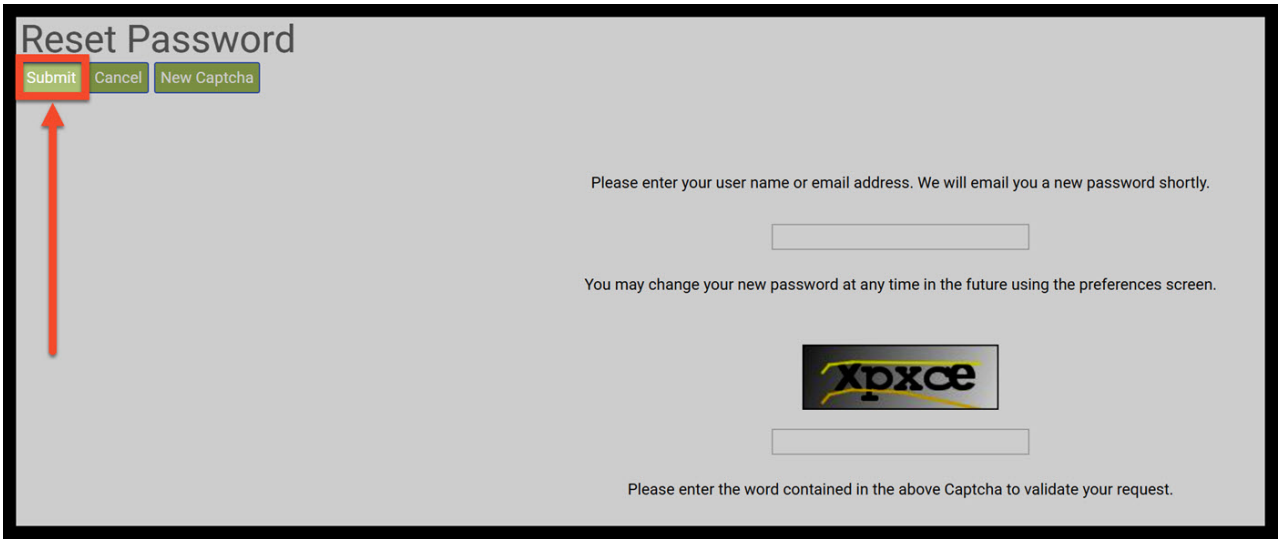
Step 2: Entering Username or Email: Enter your username or email address associated with SIPS into the text box. Please keep in mind that the username and email address are CaSe SeNsiTiVe.



Step 3: Captcha: Type in the Captcha characters that are presented in the Captcha text box.



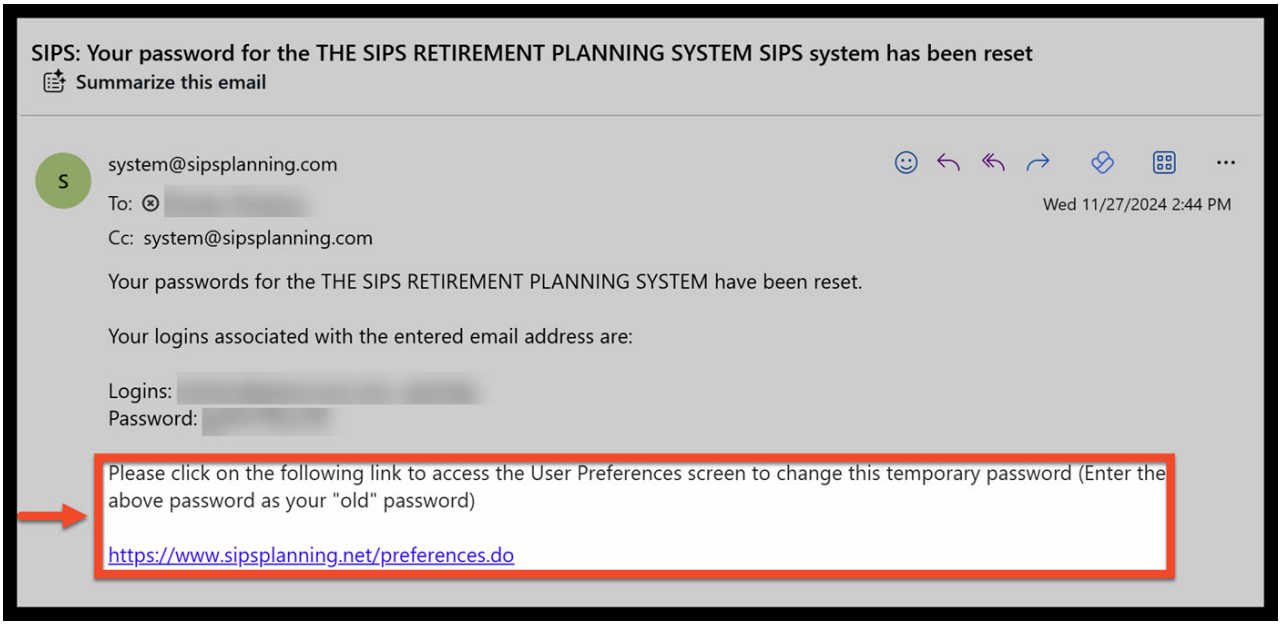
Step 4: Submit: Click on the green Submit button underneath the Reset Password heading.



Step 5: Reset Password: After clicking submit, you will receive a confirmation message underneath the green buttons stating; a confirmation message will appear below the green buttons.



Step 6: Link in the Email: Within your email account you should receive an email from system@sipsplanning.com. Follow the directions within the email and click on the link within your email.



Step 7: User Id: You will be directed back to the login page. Enter your User Id.



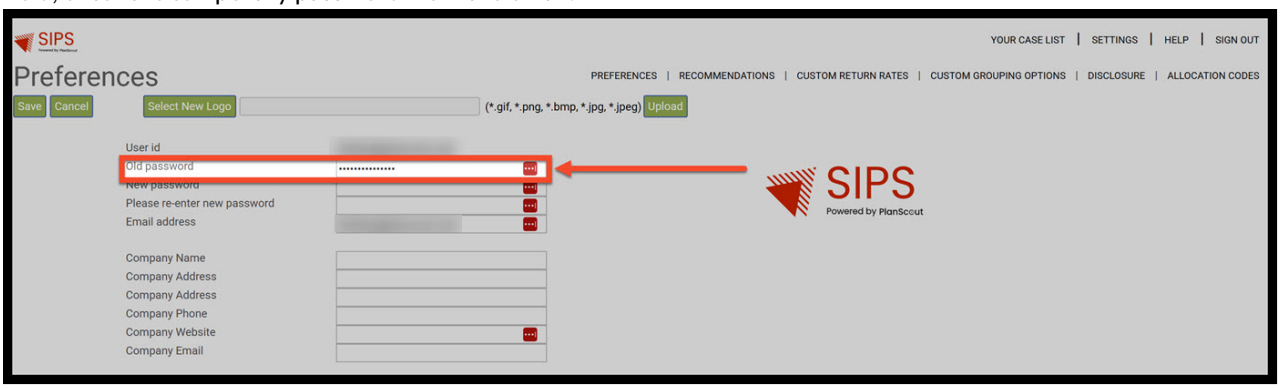
Step 8: Password: Enter the temporary password from the email into the Password field.



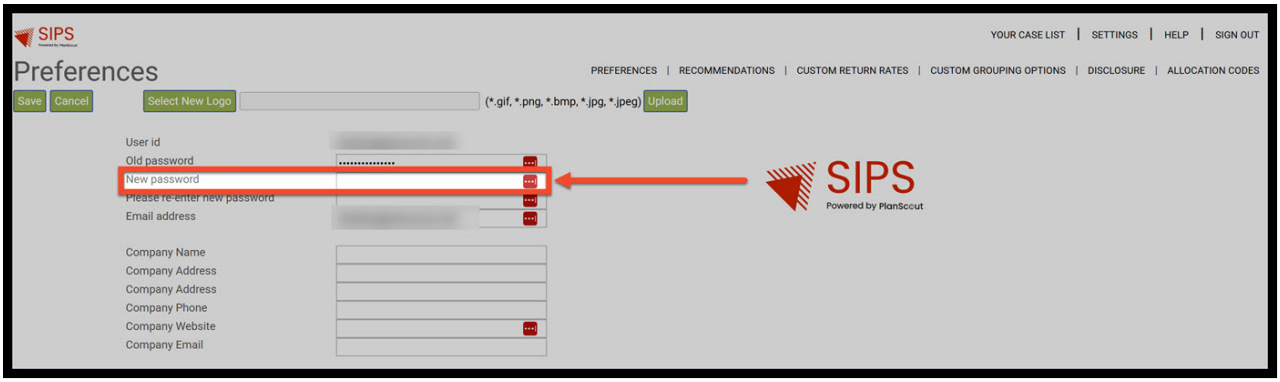
Step 9: Login: Click on the green Login button.



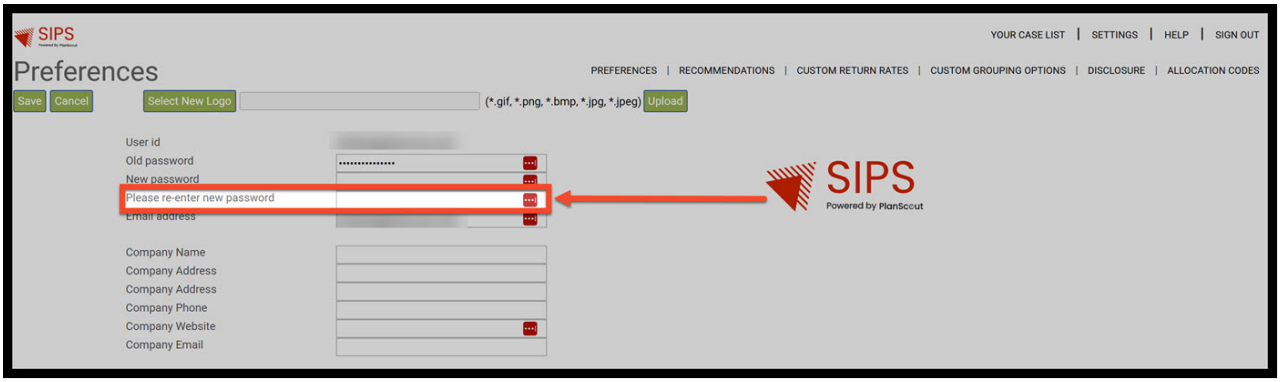
Step 10: Old Password: Once logged in, you will be directed to the change password screen. In the Old Password field, enter the temporary password from the email.



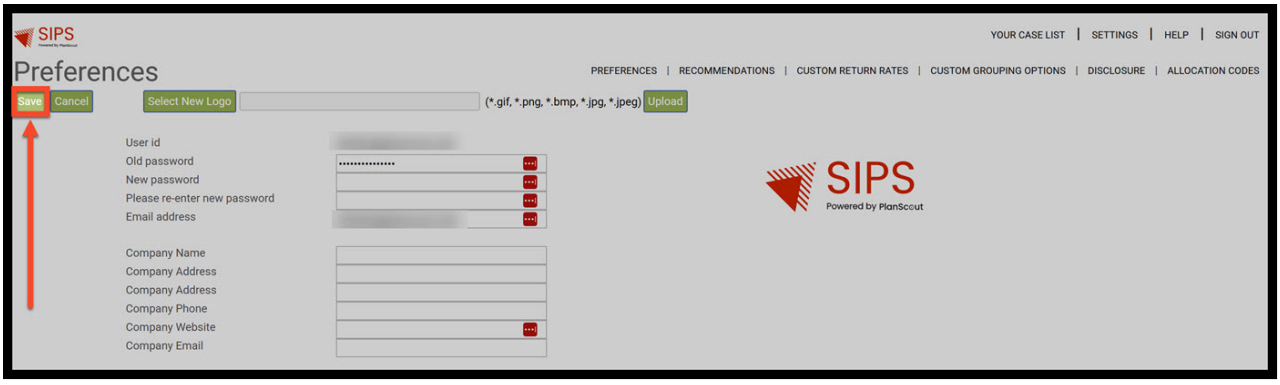
Step 11: New Password: Enter a new password.



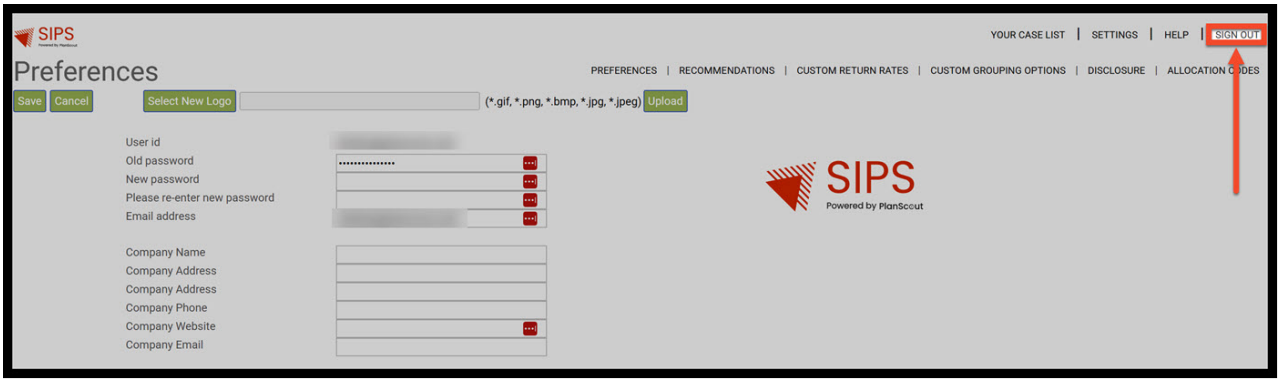
Step 12: Please re-enter a new password: Re-enter the new password.



Step 13: Save: Click on the green Save button underneath the Preferences heading. *Related Article: Entering in Your Company Contact Information into SIPS*



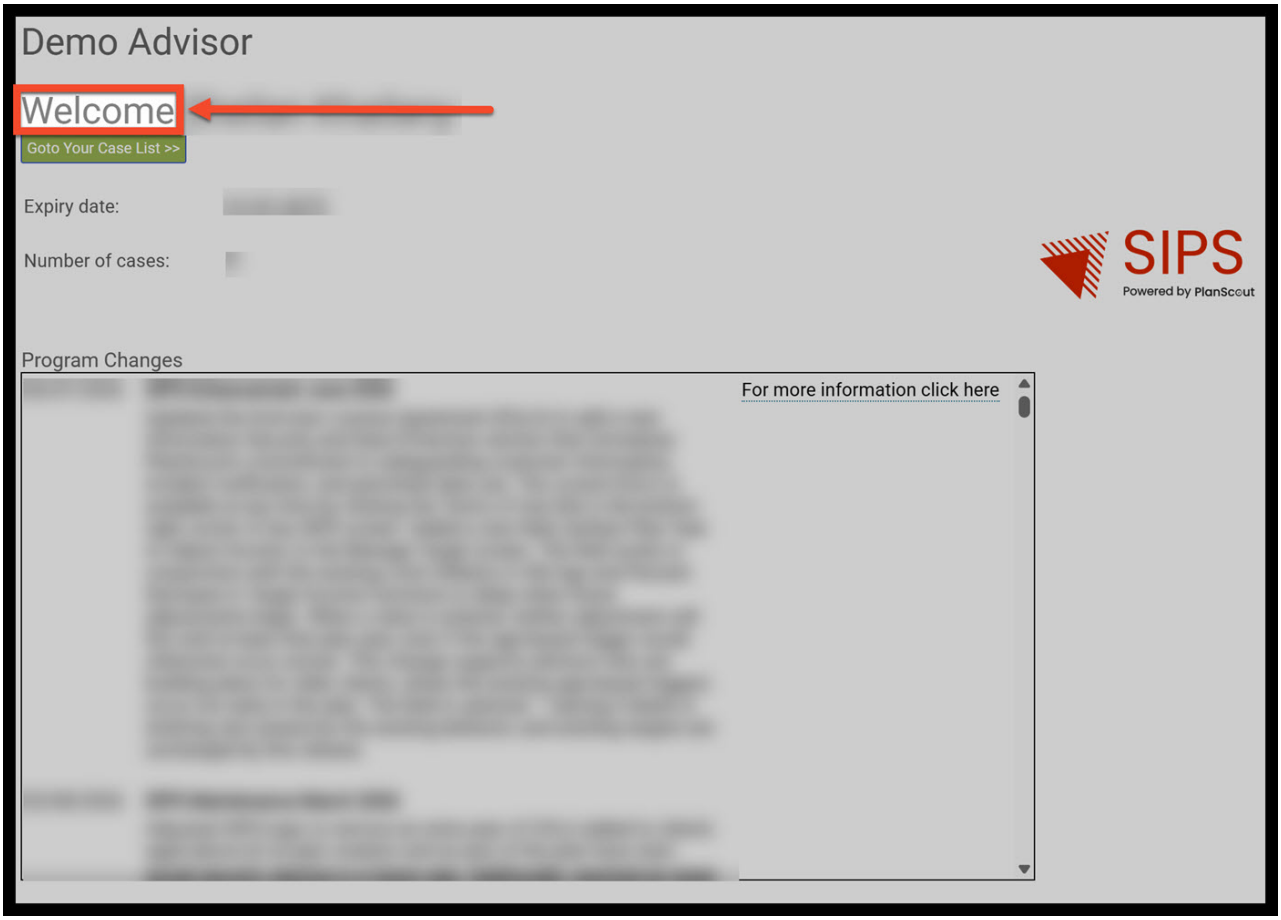
Step 14: Sign Out: Click the Sign Out button in the upper right-hand corner of the screen to complete the password reset process.



Step 15: Login: Click on the green Login button.



Step 16: Welcome Page: SIPS should automatically direct you to the welcome landing page. *Related Article: Welcome to SIPS: Let's get Started!*



If you feel you need more support or would like to set up demo time with one of our representatives, please contact us at: support@planscout.com