

CIS – Forgotten Password

This handout will remind you of the steps required for a user to set up a new CIS password.

Step 1 – Request a Temporary Password

1. Open the CIS logon screen
2. Click on Forgotten Password on the CIS logon screen
3. When prompted, enter either your CIS username or your email address and click on OK
4. A new temporary Password will be emailed to you

Note: If you use an email address that is associated with a number of CIS users, you will need to give your CIS username at point 3 above to ensure that the “correct” password is being re-set.

Step 2 – Log in to CIS with the temporary password

1. Enter your CIS username
2. Enter the temporary Password that was sent by email
3. Click on Log In

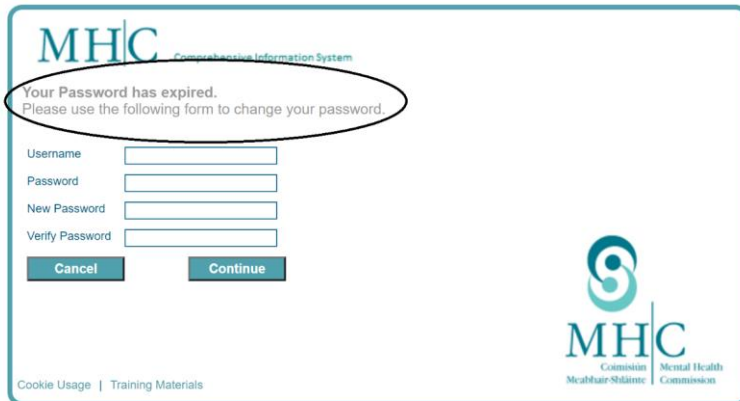
Note: The temporary password can be copied from the email by selecting the password and using right-click and copy (or CTRL+C) and pasting it into the password field shown here, using right-click and paste (or CTRL+V).

Step 3 – Create a new Password for your CIS account


The temporary password is a randomly generated sequence of letters and numbers. Once it has been used to identify yourself to CIS, the temporary password expires and you are prompted to create a new password.

CIS passwords must

- have a minimum length of 8 characters
- contain at least one capital letter
- contain at least one number.

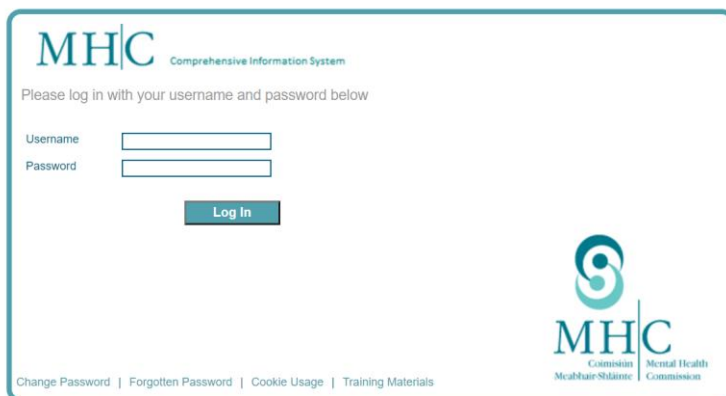


1. Enter your CIS username in the **Username** field
2. Enter the temporary password which was emailed to you in the **Password** field. Once again, the temporary password can be copied from the email and pasted into the password field.
3. Enter your new password in the **New Password** field and **Verify Password** field.
4. Click on **Continue**

 **Note:** If your browser automatically fills in the password field, this is likely to be an old password. Therefore please delete that value and manually type it in.

Step 4 – Log into CIS with your new password

The forgotten password option is now complete. At the end of the Forgotten Password process, you are returned to the normal CIS login screen.



 You can now log on to CIS with your CIS username and your newly created password