



#### **Password Reset Function**

The **Password Reset** function allows users to change their password and/or request his or her password be reset and emailed to a specified email address without having to call client support.

Users can request a password reset from CardSpot® or Information Center.

#### CardSpot® Login

Instructions	CardSpot <sup>®</sup> View		
<ol> <li>In the login screen, click on desired option: Change password or Forgot password.</li> <li>If you click on Forgot password, you will be redirected to StoreLink to request a new password to be emailed.</li> </ol>	Enter your credentials         Username:         Password:         Change password         Forgot password         Login		

## **Information Center Reports Login**

Instructions	Information Center View		
	<b>EINANCIAL</b> Information Center		
2. In the login screen, click on desired option: Log-inor Forgot password. If you click on Forgot password, you will be redirected to StoreLink to request a new password to be emailed.	Welcome       Username:         Please enter the user name and password supplied by Store Financial. Please note that your password is case-sensitive.       Username:         More Information       Password:         For technical support, e-mail customer service at ClientSupportSupervisors@storefinancial.com. or call 800.755.0019 from the US / 800.840.5793 from Canada / 0800.011.2606 from the UK.       Log-in Forgot Password         This application contains confidential information intended only for the use of authorized users.       © 2011 StoreFinancial Services, LLC		

Information Center users will only have the ability to click **Forgot Password** to request a new password be emailed to a specified email account.



## **Forgot Password Prompts**

If a user clicks Forgot Password, the user is redirected to StoreLink and prompted for his or her username.

Instructions	StoreLink View
<ol> <li>Enter username</li> <li>Click on Submit</li> </ol>	StoreLink         Enter your username below and a link will be emailed to you that will allow you to reset your password.         NOTE: Please add the storefinancial.com domain to your safe senders list in your spam filter.         Username:         Submit
If your <b>Security Settings</b> are complete, a message displays indicating you should check your email for instructions on retrieving a new password.	StoreLink         StoreLink         Please check your email.       x close
<ol> <li>Clink on the link provided in the email and you will be redirected to Storelink.</li> </ol>	Message       Image: StoreFinancial Password Reset Request - Message (Plain Text)         Message       Image: StoreFinancial Password Reset Request - Message (Plain Text)         Message       Image: StoreFinancial Password Reset Request - Message (Plain Text)         Message       Image: StoreFinancial Password Reset Request - Message (Plain Text)         Message       Image: StoreFinancial Password Reset Request - Message (Plain Text)         Image: StoreFinancial Password Reset Request - Message (Plain Text)       Image: StoreFinancial Password Reset Request - Message (Plain Text)         Image: StoreFinancial Password Reset Request - Message (Plain Text)       Image: StoreFinancial Password Reset Request - Message (Plain Text)         Image: StoreFinancial Password Reset Request - Message (Plain Text)       Image: StoreFinancial Password Reset Request - Message (Plain Text)         Image: StoreFinancial Password Reset Request - Message (Plain Text)       Image: StoreFinancial Password Reset Request - Message (Plain Text)         Image: StoreFinancial Password Reset Request - Message (Plain Text)       Image: StoreFinancial Password Reset Request - Message (Plain Text)         Image: StoreFinancial Password Reset Request - Message (Plain Text)       Image: StoreFinancial Password Reset Request - Message (Plain Text)         Image: StoreFinancial Password Reset Request - Message (Plain Text)       Image: StoreFinancial Password Reset Request - Message (Plain Text)         Image: Respond Password Reset Request - Message (Plain Text)       Image: StoreFinanci
<b>IMPORTANT</b> : Please note that you must retrieve the provided token from your email within 15 minutes of the request or a new token must be requested using the Forgot Password process. In addition, you have three attempts to successfully answer the selected security question. Failure to answer after three attempts results in an account lock and Client Support must be contacted.	To: Cc: Subject: StoreFinancial Password Reset Request A request has been submitted to reset your StoreFinancial password. If you submitted this request, please click the following link to proceed: <u>https://storelink.storefinancial.net/resetpassword?token=3D0F06AA6516F1E8C91DEE41E93812FF</u> If you did not request a password change, you can safely ignore this request. Note: StoreFinancial will never ask for your password via email. Never click links from unknown request

senders.







## Additional Steps depending on Security settings and permissions

The user might be prompted to take additional step if the security settings have not been previously configured.

Instructions	StoreLink View
If the <b>Forgot Password</b> link is clicked from an application, and the user does not have the StoreLink login permission granted, a corresponding message displays. Please contact a client support representative.	StoreLink         User resting? does not have access to the application "StoreLink".         Username:       testing5         Password:
If you have successfully connected to StoreLink, but has not previously indicated an email in <b>Security Settings</b> , the following message displays with the appropriate Client Support number to contact.	STORE STORE STORE StoreLink     StoreLink     • Your email is not set. Please contact Customer Support     at 800.755.0019 from the US / 800.840.5793 from     Canada / 0800.011.2606 from the UK / 089710424685     from Germany / 645236601 from Italy.
If you have successfully connected to StoreLink but have not previously set the security setting, you will be directed to do so. 1. Click on Initialize Security Settings	Weicome       Store password supplied by Store Financial.         Mease net the user name and password supplied by Store Financial.       Vour password has been successfully changed.         Mease net thet your password is case-sensitive.       Vour we not been logged in because you have not yet configured security settings for your account. Please initialize these settings and try again.         More Information       Initialize Security Settings         Tor technical support, e-mail customer service at ChenicSupportSupervisors@storefinancial.com. or call 800.755.0016 from the US / 800.840.5793 from Canada / 0800.011.2606 from the US / 800.840.5793 from Canada / 8000.755.011 from the US / 800.840.5793 from Canada / 8000.755.011 from the US / 800.840.5793 from Canada / 8000.840.5793 from Canada / 8000.840.5793 from Can



Instructions	StoreLink View		
<ol> <li>Enter username</li> <li>Enter password</li> <li>Click on Sign in</li> </ol>	StoreLink         Username:         Password:         Forgot Password?         Ign In         This application contains confidential information intended only for the use of authorized users.		
<ol> <li>Choose security question</li> <li>Enter security answer</li> <li>Click on Save</li> </ol>	User Management > Manage Security Settings         Email:       noone@home.com         Email language preference:       English         Security question:       Where is your favorite vacation spot?         Security answer:       ******** Change         Save       Cancel		
Once the security setting has been entered, a confirmation message displays. Proceed with original task from desired application	Your security settings have been successfully configured. You may now close this browser window and attempt to log in again. Continue to StoreLink.		
If the user clicks on the provided link, he/she will be redirected to Storelink application.	STOREFINANCIAL       StoreLink         Home       User Management         Welcome to StoreLink!       StoreLink provides you secure access to the tools, information and services you need to do business with StoreFinancial         At StoreLink, you can:       At StoreLink, you can:		



# **Change Password Prompts from CardSpot®**

Instructions	Cardspot® View		
Enter your <b>Username</b> , <b>Old</b> <b>password</b> , <b>New password</b> and <b>Confirm new password</b> ; click <b>OK</b> to confirm the password change, or <b>Cancel</b> to be returned to the previous screen. <i>A user's password may only be changed</i> <i>once within a 24 hour period.</i>	Change Password  Change Password Username:  Old password:  New password:  Confirm new password:	ŪK	Cancel

## **Manage Security Settings**

Instructions	Storelink View		
To modify your security settings, login to StoreLink and select <b>Manage</b> <b>Security Settings</b> under the <b>User</b> <b>Management</b> menu	Home User Manage	ANCIAL StoreLink ement Password Security Settings	
Security questions are auto generated for users and includes 16 questions to choose from; security answers must be entered using more 4 or more characters and are not case sensitive.	User Management > M Email: Email language preference: Security question: Security answer:	anage Security Settings	





NOTE: There is no limit to the number of times a user may update his or her security settings.

