



Password Reset Function

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® View
<p>1. In the login screen, click on desired option: Change password or Forgot password.</p> <p><i>If you click on Forgot password, you will be redirected to StoreLink to request a new password to be emailed.</i></p>	

Information Center Reports Login

Instructions	Information Center View
<p>2. In the login screen, click on desired option: Log-in or Forgot password.</p> <p><i>If you click on Forgot password, you will be redirected to StoreLink to request a new password to be emailed.</i></p>	

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 style="list-style-type: none">1. Enter username2. Click on Submit	
<p>If your Security Settings are complete, a message displays indicating you should check your email for instructions on retrieving a new password.</p>	
<ol style="list-style-type: none">1. Click on the link provided in the email and you will be redirected to Storelink. <p>IMPORTANT: 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.</p>	

New Password Prompts

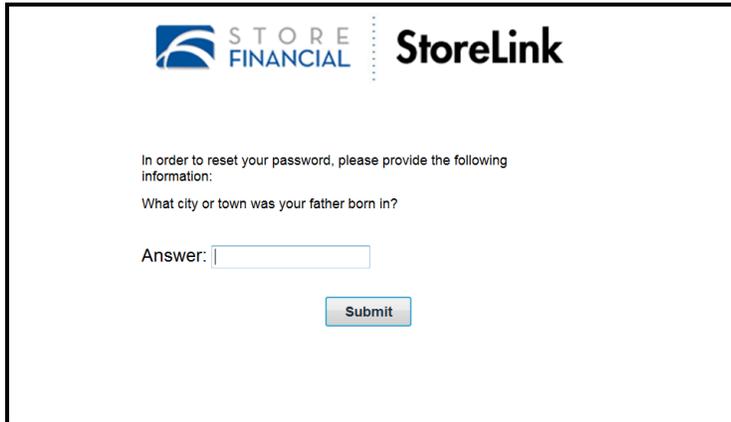
Instructions

Once you click on the provided link:

1. Enter the **answer** to the previously selected security question.

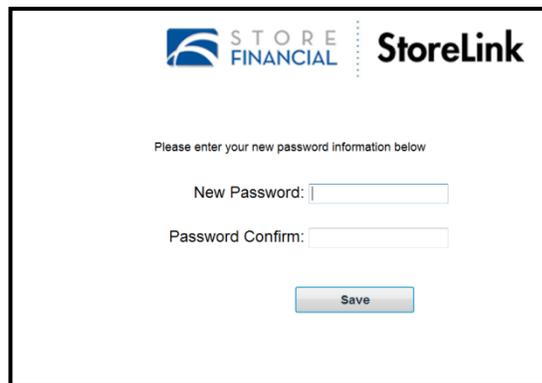
If answered correctly, the user is directed to the New Password page.

StoreLink View



The screenshot shows the StoreLink interface for password reset. At the top left is the STORE FINANCIAL logo, and at the top right is the StoreLink logo. Below the logos, the text reads: "In order to reset your password, please provide the following information: What city or town was your father born in?". There is a text input field labeled "Answer:" and a "Submit" button.

1. Enter **new password**
2. Enter **password Confirm**
3. Click on **Save**



The screenshot shows the StoreLink interface for entering a new password. At the top left is the STORE FINANCIAL logo, and at the top right is the StoreLink logo. Below the logos, the text reads: "Please enter your new password information below". There are two text input fields: "New Password:" and "Password Confirm:". Below the fields is a "Save" button.

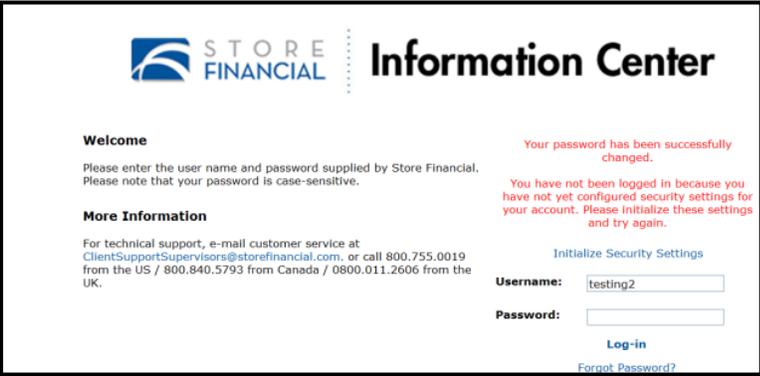
1. Once the **new password** has been saved in the system, you will get a confirmation screen
2. Proceed with original task from desired application



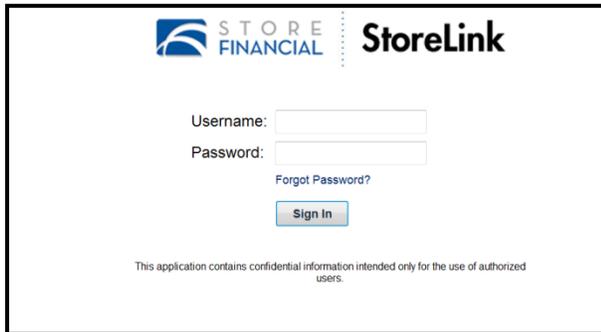
The screenshot shows the StoreLink confirmation screen. At the top left is the STOREFINANCIAL logo and the StoreLink logo. At the top right, it says "Logged in as testing3". Below the logos, there is a navigation bar with "Home" and "User Management". The main content area says: "Welcome to StoreLink! StoreLink provides you secure access to the tools, information and services you need to do business with StoreFinancial. At StoreLink, you can:"

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
<p>If the Forgot Password link is clicked from an application, and the user does not have the StoreLink login permission granted, a corresponding message displays.</p> <p>Please contact a client support representative.</p>	
<p>If you have successfully connected to StoreLink, but has not previously indicated an email in Security Settings, the following message displays with the appropriate Client Support number to contact.</p>	
<p>If you have successfully connected to StoreLink but have not previously set the security setting, you will be directed to do so.</p> <ol style="list-style-type: none"> 1. Click on Initialize Security Settings 	

1. Enter **username**
2. Enter **password**
3. Click on **Sign in**

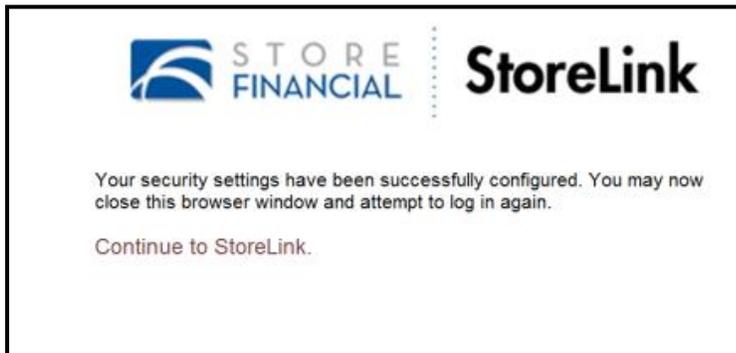


1. Choose **security question**
2. Enter **security answer**
3. Click on **Save**



Once the security setting has been entered, a confirmation message displays.

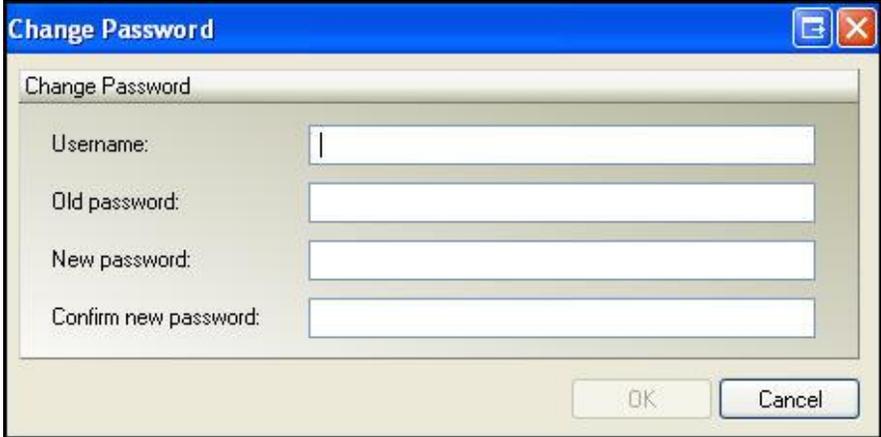
Proceed with original task from desired application



If the user clicks on the provided link, he/she will be redirected to Storelink application.



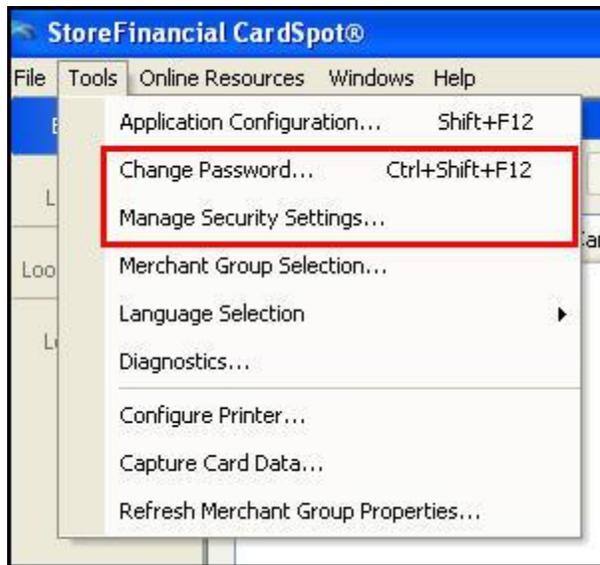
Change Password Prompts from CardSpot®

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

Manage Security Settings

Instructions	Storelink View
<p>To modify your security settings, login to StoreLink and select Manage Security Settings under the User Management menu</p>	
<p>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.</p>	

You will be able to update the security setting from the **Tools** menu in CardSpot®. Selecting **Manage Security Settings...** requires a successful log-in to StoreLink to modify a user's previously entered settings.



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