

This TechNote describes password administration in the New Agency Integrator.

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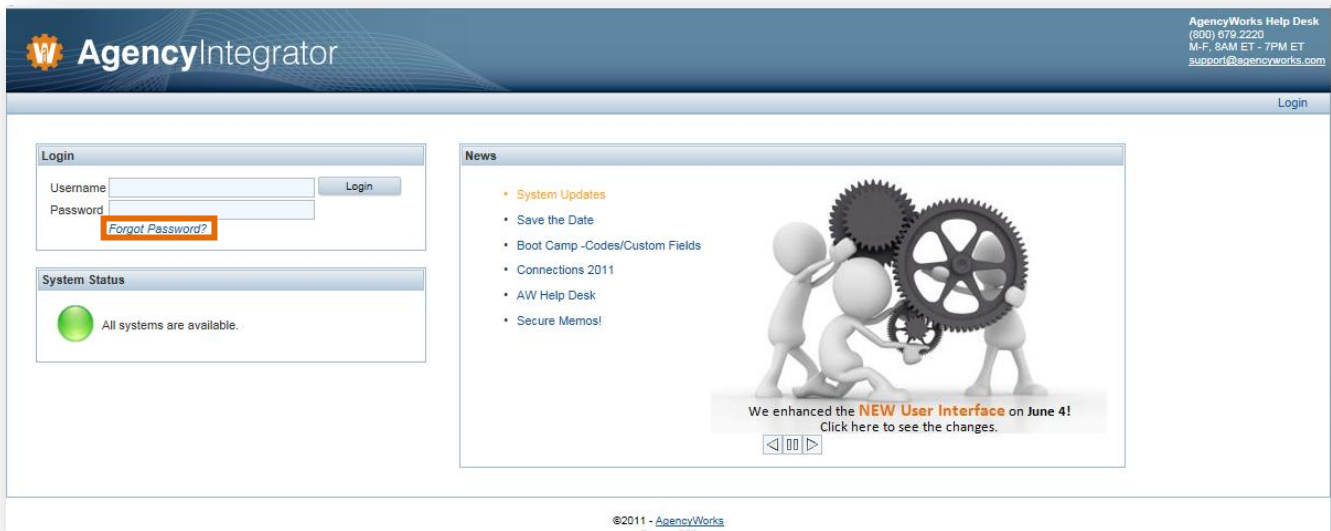
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Introduction

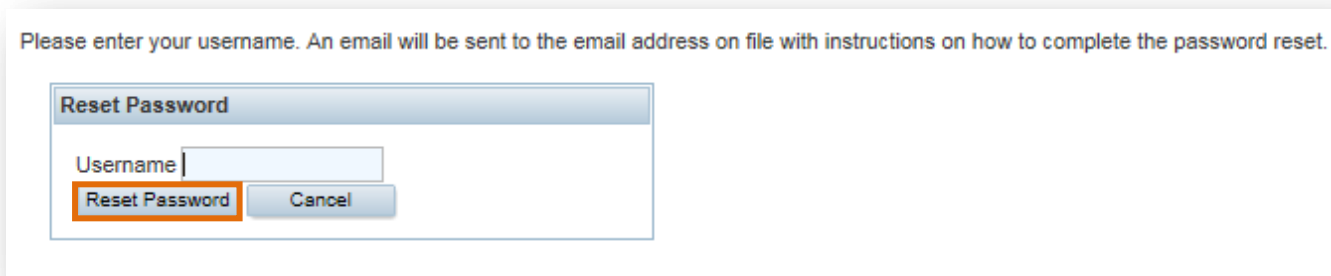
In the legacy version of Agency Integrator, passwords were only able to be reset by an **Administrator**, or by the **Help Desk**. If you were locked out of the system or forgot your password, there was not an immediate solution. In the **New Agency Integrator**, there is! You can reset your own password anytime, without any intervention from your Administrator or the Help Desk.

Resetting Your Own Password

On the Agency Integrator login screen (<https://ai.ipipeline.com>), simply click the **Forgot Password** link right below the Username and Password boxes:



The following screen will appear:

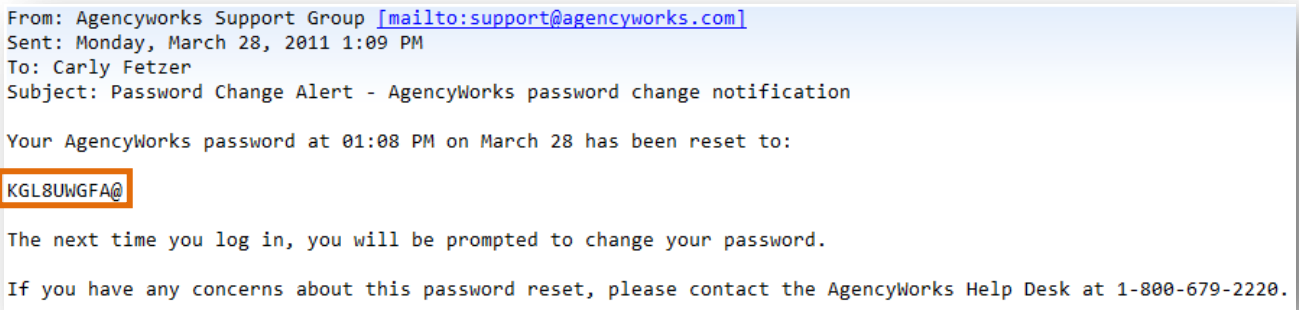


Enter your **Username** in the box and click the **Reset Password** button. If your email address has already been validated, the screen below will appear:

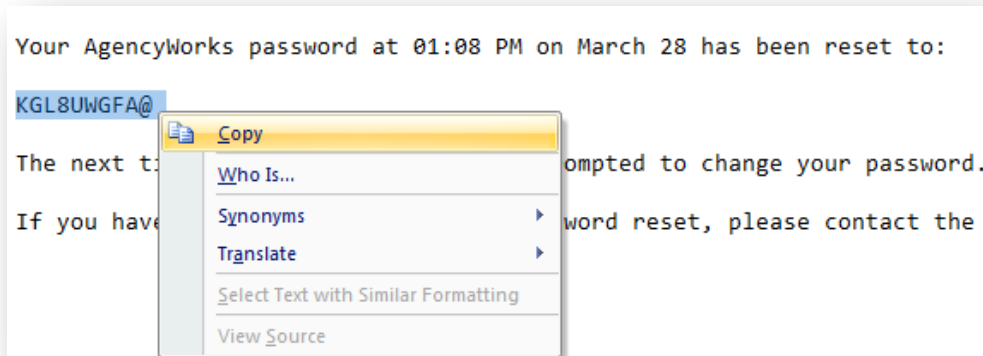


Receiving a New Temporary Password via Email

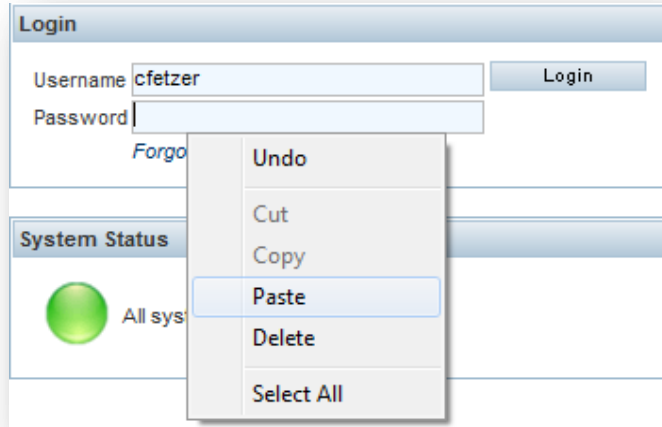
You will receive an email from support@agencyworks.com containing a new temporary password.



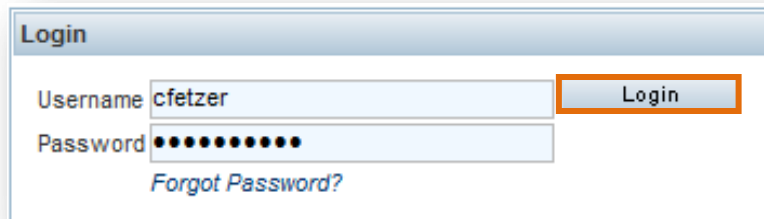
This temporary password is case-sensitive and must be entered exactly as it appears in the email message, including symbols and capitalization. To avoid mistyping the temporary password, you can **Copy** the text:



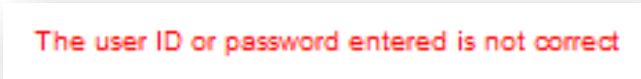
Return to the login screen and enter your **Username**. Either re-type the temporary password exactly as it appears in the email, or **Paste** the password from the email into the **Password** box:



Click the Login button:



If you receive the error message below, the temporary password you entered does not exactly match the one sent to you via email, or your Username is entered incorrectly.

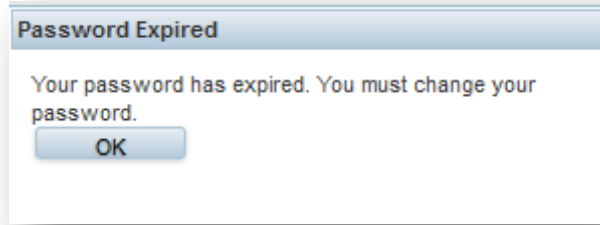


If you continue to see the above message after multiple login attempts, you will need to reset your password. A password typed incorrectly will need to be reset after three attempts.

If you are having trouble using the **Copy** and **Paste** functions, see the **Appendix** of this TechNote.

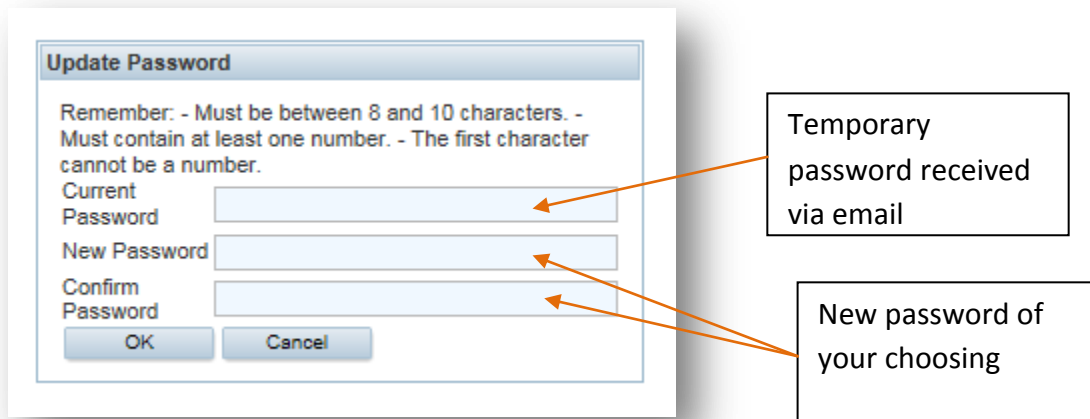
Establishing a New Permanent Password

If your temporary password is entered correctly, you will see the message below, prompting you to create a new permanent password.



Click **OK** and the **Update Password** box will appear. Re-type the temporary password exactly as it appears in the email, or **Copy** and **Paste** the temporary password to the **Current Password** field.

Enter a new password of your choosing into both the **New Password** field and the **Confirm Password** field.



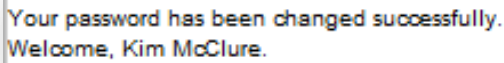
Password Criteria

The new password you establish must meet the following criteria:

- First character must be a letter
- Must contain a number
- Must be 8-10 characters long
- Must not be one of your 5 previously used passwords
- Must not be one of the passwords used in the last 90 days
- Must not contain your Username
- Must not contain your first or last name

If the above criteria is not met, a red error message will appear, prompting you to enter a different password.

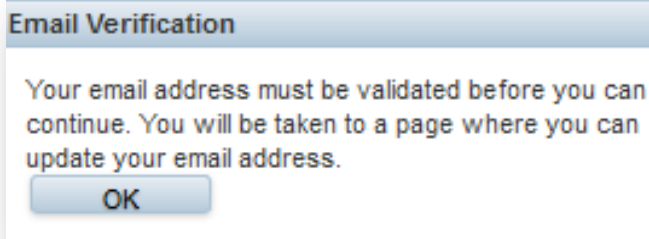
When all criteria has been met, you will be logged in and receive a message telling you the change was successful. Your new password will be valid for 90 days.

A white rectangular box with a thin blue border and a subtle drop shadow. It contains two lines of text: "Your password has been changed successfully." and "Welcome, Kim McClure."

Your password has been changed successfully.
Welcome, Kim McClure.

Validating Your Email Address

If you are a new user logging into the system for the first time, you will receive the warning below, letting you know that you need to validate your email address:

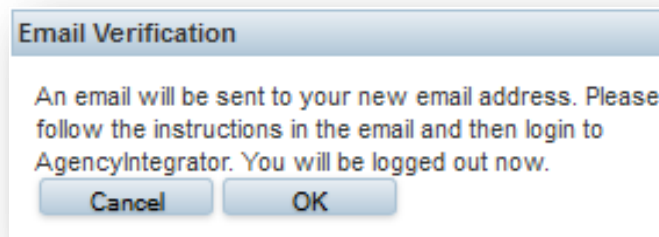
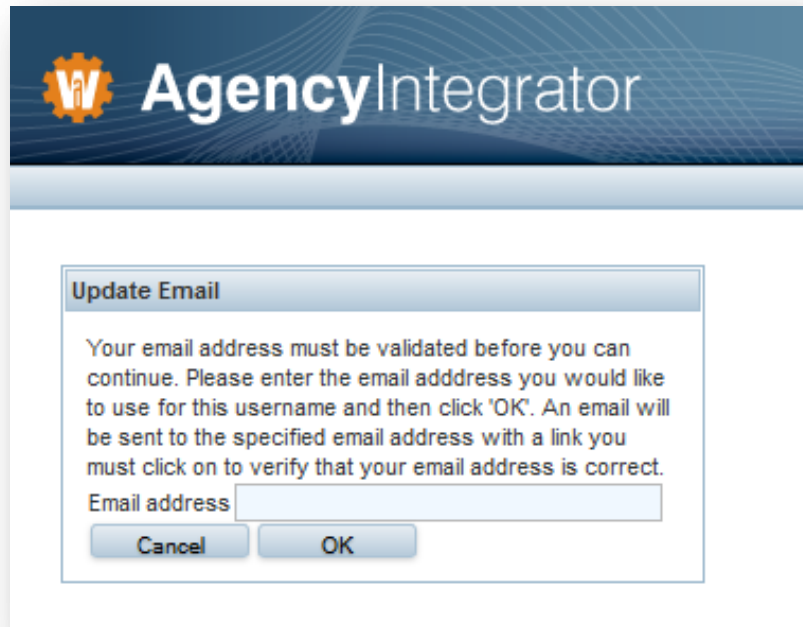
A dialog box with a blue header bar containing the text "Email Verification". Below the header, the main text reads: "Your email address must be validated before you can continue. You will be taken to a page where you can update your email address." At the bottom center, there is a blue button with the text "OK".

Email Verification

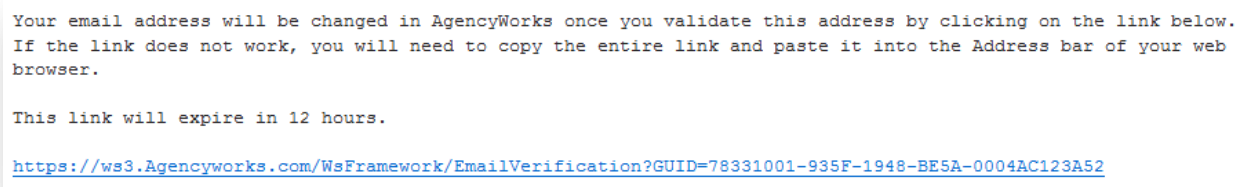
Your email address must be validated before you can continue. You will be taken to a page where you can update your email address.

OK

Click **OK** and enter your email address when prompted:



You will receive an email from support@agencyworks.com with the Subject line: **Email Verification Required -- AgencyWorks email change notification for New User**



After validating your email address, continue to log in following the instructions earlier in this TechNote.

Appendix: Instructions for Copying and Pasting

If you are having trouble using the Copy and Paste functions to duplicate the temporary password emailed to you, the instructions below may help.

Mouse Method

- Highlight by holding down the left button of your mouse and dragging across the material you wish to copy
- Release your hold from the left button of the mouse
- Right click the highlighted material. A command box will appear.
- Left click on **Copy**, to copy the highlighted material
- Proceed to your new page where you would like to place the copy
- Place the cursor and right click over the area that needs the copied material
- A command box will appear
- Left click on **Paste** for the material to reappear

Mouse and Keyboard Method

- Highlight by holding down the left button of your mouse and dragging across the material you wish to copy
- Release your hold from the left button of the mouse
- Hold down the **Ctrl** key on your keyboard, while pressing the **C** key at the same time, to copy the highlighted material
- Proceed to your new page where you would like to place the copy
- Place the cursor over the area that needs the copied material
- Hold down the **Ctrl** key on your keyboard, while pressing the **V** key at the same time, for the material to reappear