

SMART Tip Sheets

Changing Password/PIN

Password Management

Changing Password/PIN

Forgot Password/PIN

This set of tip sheets provides the steps to change your password and PIN. In addition, it will provide the steps in requesting a new PIN. SMART.

Total Pages: 2

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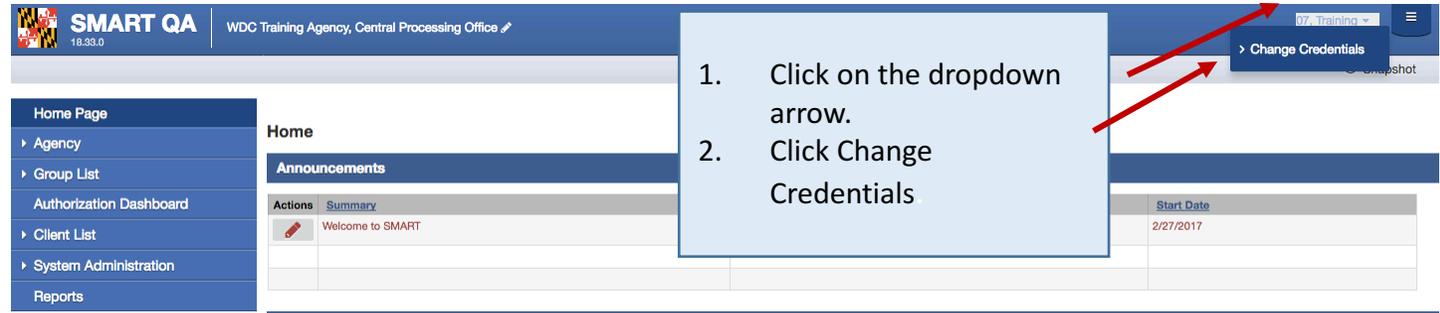
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Changing Password/PIN

1. Entry Steps: Login, Select Facility (if applicable), Click on the dropdown arrow by your name, and Click Change Credentials.
2. Change Password/PIN: To change your password, click on the dropdown arrow in the User section of the screen.
Note: This will reveal Change Credentials.
3. Click **Change Credentials**. Note: This will open the Change Password screen. Verify your Security Question and Answer.
4. Enter your old password in the appropriate field.
5. Enter your new password in the appropriate field, and enter it again in the Confirm Password field.
6. Enter your old PIN in the appropriate field.
7. Enter your new PIN in the appropriate field, and enter it again in the Confirm Pin field.
8. Click **Change**. Note: A confirmation message will appear confirming the changes.
9. Forget Password: The Login screen contains a **Forgot Password?** Hyperlink to assist you if you have forgotten your password. Note: SMART will automatically email you a link to access the screen to change your password and PIN. Please make sure the email address in SMART is correct.
The SMART Agency Administrator or the SMART Technical Support Desk are also available to assist.



The screenshot shows the 'Change Password' screen in the Smart Security Server. The user name is 'sgibbs1'. The security question is 'What year did you get married?' with an answer of '2002'. There are fields for 'Old Password', 'New Password', 'Confirm Password', 'Old Pin', 'New Pin', and 'Confirm Pin'. A 'Change' button is at the bottom. A 'Show Password/Pin' checkbox is also present. The page is powered by WITS.

The screenshot shows the 'Login' screen in the Smart Security Server. There are fields for 'User ID' (containing 'sgibbs1'), 'Password', and 'Pin'. A 'Login' button and a 'Forgot Password?' hyperlink are at the bottom. A blue callout box with text is overlaid on the bottom right:

Use the Forgot Password? Hyperlink on the Login screen if you forgot your password.

A red arrow points from the callout box to the 'Forgot Password?' hyperlink. The page is powered by WITS.