

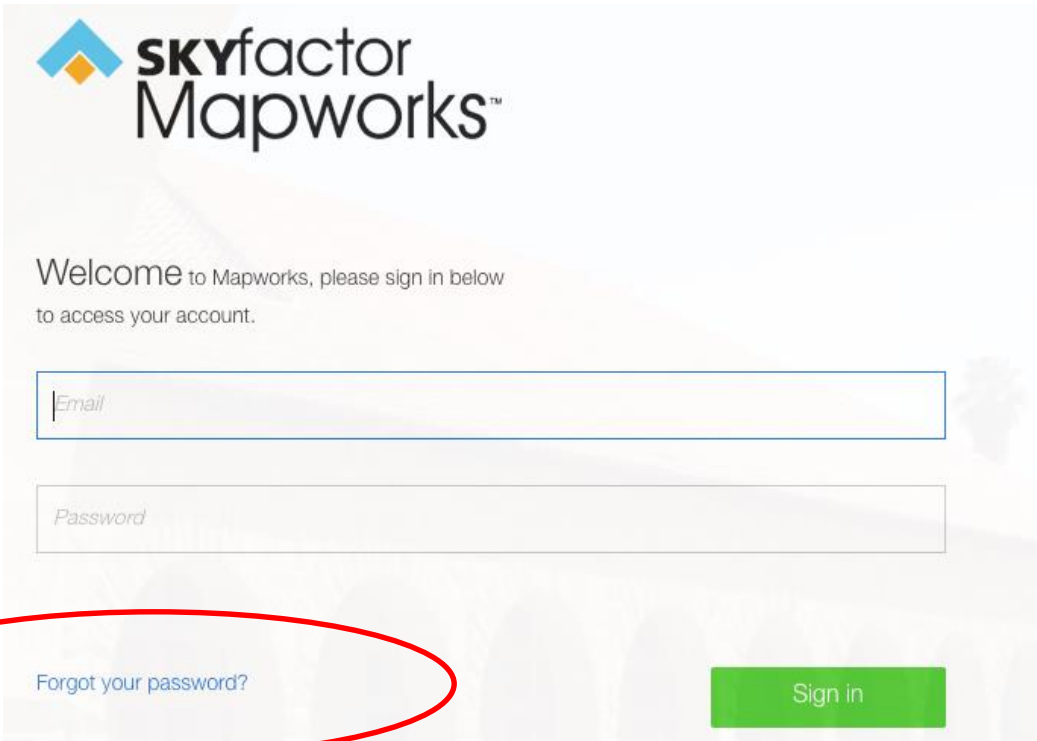
Password Recovery

General

- The ability for a user to request a password reset.

Navigation

- Click on the Forgot your password? Link on the bottom of the login window.



SKYfactor
Mapworks™

Welcome to Mapworks, please sign in below
to access your account.

Email

Password

[Forgot your password?](#)

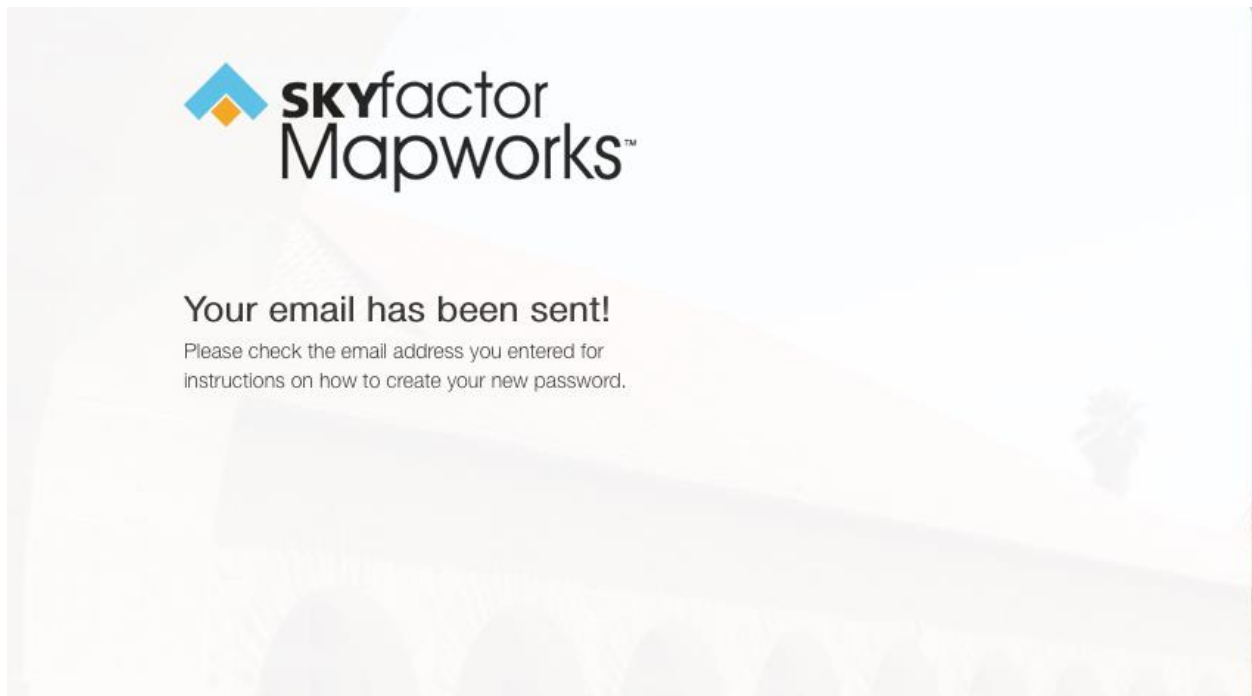
Sign in

- This will prompt the user to enter the primary email associated with the account. Enter email and click the Save email button.



The screenshot shows the password recovery form on the SKYfactor Mapworks website. At the top left is the SKYfactor Mapworks logo. Below the logo, the text reads: "Forgot your password? We can help! Please enter your email address below to receive a link to create a new password." There is a text input field with the placeholder text "Email". To the right of the input field is a green button labeled "Send email".

- Once entered a confirmation message will appear stating an email has been sent to the email entered.



- User can then check their primary email and review the instructions within the email which will look similar to the example below.

Hi William,

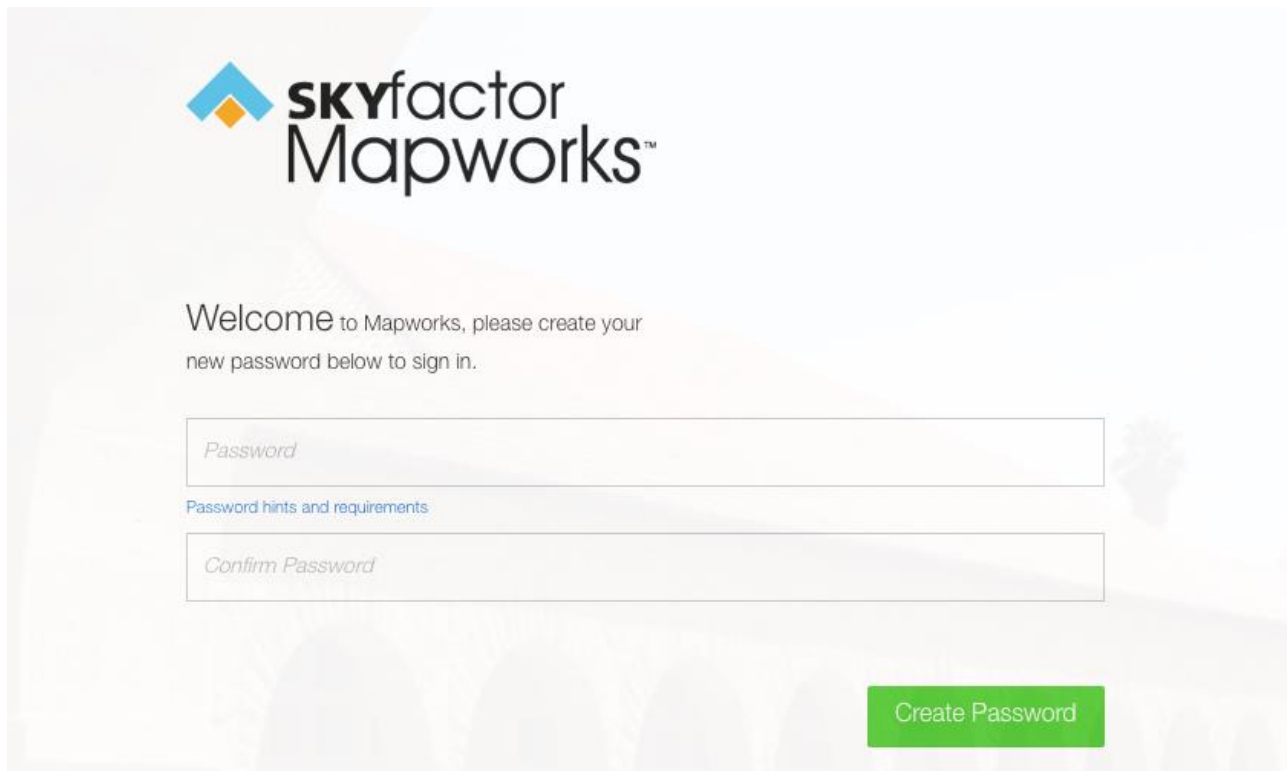
Please use the link below and follow the displayed instructions to create your new password. This link will expire after 24 hours.

<http://synapse-uat.mny-tech.com/#/resetPassword/2404b4efb66672133f5a06b0a68ecc3c>

If you believe that you received this email in error or if you have any questions, please contact Mapworks support at support@mapworks.com.

Thank you from the Mapworks team!

After clicking the link the user will be brought to a new password generation page.

A screenshot of the SKYfactor Mapworks password creation page. The page features the SKYfactor Mapworks logo at the top left. Below the logo, the text reads "Welcome to Mapworks, please create your new password below to sign in." There are two input fields: the first is labeled "Password" and the second is labeled "Confirm Password". Below the first input field, there is a link for "Password hints and requirements". At the bottom right of the form area, there is a green button labeled "Create Password".

Upon successful password creation, the user will be brought to the institution login page and prompted to login with the new password.

- Once password has been changed a confirmation email will be sent to the email entered, notifying them of the change.

Hi Rachel,

Your Mapworks password has been changed. If this was not you or you believe this is an error, please contact Mapworks support at support@map-works.com.

Thank you from the Mapworks team!

