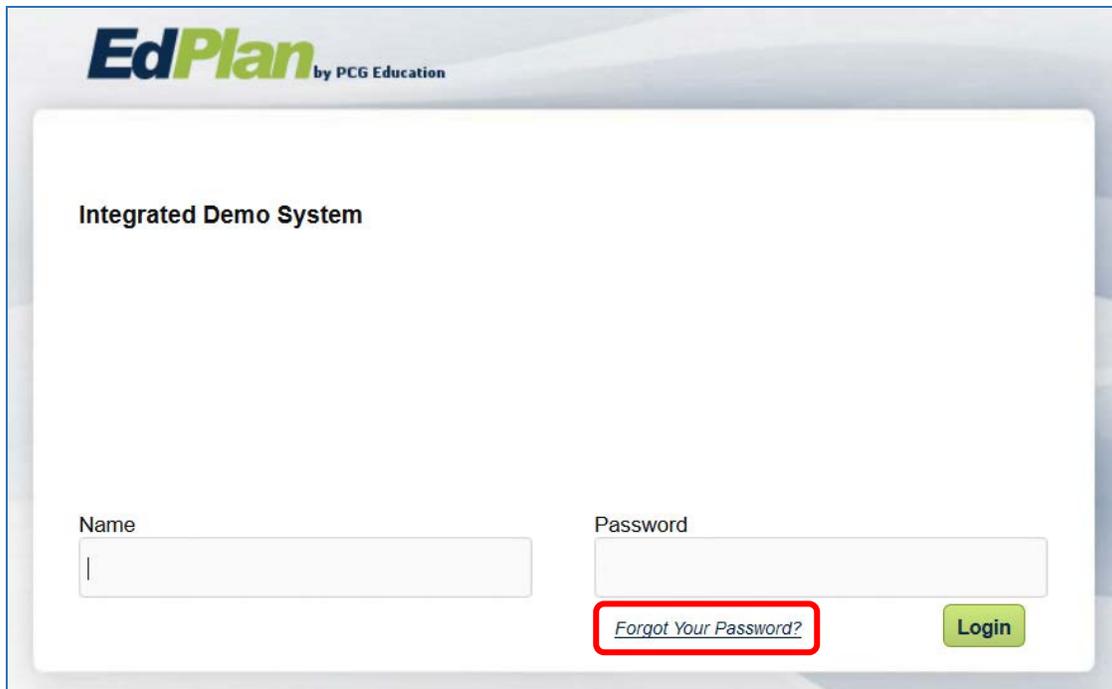


## How to Reset a Forgotten Password

- Click on the “Forgot Your Password?” link on the login screen.



**EdPlan** by PCG Education

**Integrated Demo System**

Name

Password

[Forgot Your Password?](#)

The screen below will display:



**Forgotten Password**

**Directions:** Accessing the system using the Forgotten Password feature is a 5 step process. In order to utilize this function you must know your user name exactly as it appears in the EasyEP™ system and have an email address associated with your user account in the system.

The steps are as follows:

- Step 1:** Enter your user name and verify image
- Step 2:** Answer your custom questions
- Step 3:** Generate temporary log-in
- Step 4:** Obtain authorization code
- Step 5:** Enter authorization code

Once you gain access to the system, you will be prompted to enter a new password.

- Click “Continue” and follow the five steps to receive and reset a new password.
- NOTE: It is only possible to receive/reset your password if you have done the following beforehand:
  - You have set up Forgotten Password questions under “Update My Info.”
  - You have setup a current email address under “Update My Info”

## Step 1: Enter Your User Name and Verify Image

The following screen will appear:

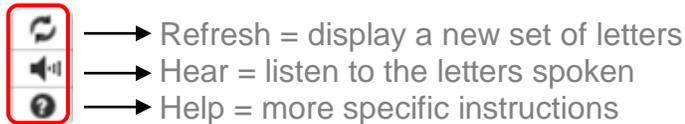
### Forgotten Password (Step 1 of 5)

Please enter your user name exactly how it appears in the Easy!EP™ system. If you have a middle name and / or a suffix in our database, you must enter those here. Once you have entered this information, the system will look up your account and provide several verification fields to match against your user account.

| Name: | First  | Middle | Last | Suffix |
|-------|--------|--------|------|--------|
|       | Justin |        | Test |        |

  
  
Verify:

- Enter your name as it appears in your “Update My Info” section.
  - For example: If you did not enter your middle name there, do not enter it here.
- Enter the random letters that are displayed on the screen.
  - If the letters are not legible, use the buttons to the left to help.



- Click on “Search for User.”

## Step 2: Answer Your Custom Questions

Your previously set up question will appear with a box to enter the answer:

**Forgotten Password** **Justin Test (Step 2 of 5)**

Please fill in the information below to verify that this is your account in EasyIEP™. Once you have filled this information in, the system will validate that against your existing user account and begin the process for generating a temporary login for this account.

What is your mother's maiden name?

[Verify User Details](#)

- Answers are case-sensitive and *must* be typed exactly as it was originally entered.
  - If a security question was not previously entered in the “Update My Info” section, a message will appear to contact your district administrator.
  - If you unable to contact your administrator, call the PCG Helpdesk at 866-303-1940.
- Click the “Verify User Details” button.

## Step 3: Generate Temporary Log-In

The following message will appear:

**Forgotten Password** **Justin Test (Step 3 of 5)**

Your information has been validated. To generate a temporary login request, click the button below. You will then be sent an e-mail containing a temporary login link. You can either click that link or copy and paste it into a web browser. The link must be opened on this computer for it to be valid, and will only be active for the next **60 minutes**. On the next page you will also be given an **Authorization Code**. Please make sure to retain this code, as it will be required during the temporary login process.

 [Generate Temporary Login](#)

- Click on “Generate Temporary Login.”
- Make sure it is possible to complete the password reset within **60 minutes**. Otherwise, you will need to repeat Steps #1-3 to obtain a new Authorization Code when you are able to complete the process within that timeframe.

## Step 4: Obtain Authorization Code

An Authorization Code will appear:

**Forgotten Password** **Justin Test (Step 4 of 5)**

**Temporary Login Request Sent!**

A temporary login request has been sent to 'email@test.com'. When you receive that email, open the link that it contains. That will allow you to finish the login process. You must open that link on the same computer that you are on now for it to be valid. The reset request e-mail will expire **60 minutes** from now and will no longer be valid. Please be sure to retain this "Authorization Code", as you will be asked to enter that into the page that opens from the validation link in the e-mail you will receive.

**Authorization Code**

mwHY9DvkC7212

- The Authorization Code will need to be entered at a later point. Be sure to do one of the following:
  - Select and Copy the Authorization Code.
  - Write the code down.
  - Print the Authorization Code screen.
  
- After receiving the Authorization Code, go to the associated email account.
  - The email message will be sent to the email address listed on the “Update My Info” page.
  - An email message from *support@easyiep.com* should have been received.
  - The subject will be “EasyIEP Password Reset Request.”
  - Click on the included link.

 Thu 8/29/2013 9:51 AM  
support@easyiep.com  
EasyIEP Password Reset Request

Your EasyIEP account on 'https://go2.pcgeducation.com/miintegrateddemo' has had a temporary login request generated. If you requested this temporary login, please click the link below, or copy and paste it into a browser window.

[https://go2.pcgeducation.com/easyiep.plx?op=forgotten\\_password\\_authorization&CustomerName=miintegrateddemo&ValidationCode=mwEDmwoZMnndiSuctRmYW0jfEGO2MsiFaXMotQKhMPRXCvoQMwcrXsen8CCQKn5DTX](https://go2.pcgeducation.com/easyiep.plx?op=forgotten_password_authorization&CustomerName=miintegrateddemo&ValidationCode=mwEDmwoZMnndiSuctRmYW0jfEGO2MsiFaXMotQKhMPRXCvoQMwcrXsen8CCQKn5DTX)

If you did not request this temporary login, you can ignore this message.  
You may want to change your password the next time you log into the system to ensure that it stays secure.

## Step 5: Enter Authorization Code

A window with the following screen will be displayed:

**Forgotten Password** Justin Test (Step 5 of 5)

Please enter the temporary login Authorization Code that you were given when you submitted this request. The system will then verify that this is the proper Authorization Code for this request and will log you into the system. You will be required to change your password during the login process. Please make sure that you get the Authorization Code correct. An incorrect entry will cancel the temporary login request and you will have to start over from the login page.

**Authorization Code**

- Paste or type in the previously obtained code into the Authorization Code box.
- Click on “Use Temporary Login.”

The following screen will appear:

**Your password has expired**

To change your current password, enter the new password in both of the following areas (See [How to choose a good password](#))

|                                  |                      |
|----------------------------------|----------------------|
| <b>New Password:</b>             | <input type="text"/> |
| <b>New Password (to verify):</b> | <input type="text"/> |

- Enter a new password that satisfies the following requirements:
  - Minimum of 8 characters
  - At least *one* upper case letter
  - At least *one* lower case letter
  - At least *one* number
  - At least *one* non-alphanumeric character (ex. !@#\$\$%)
- The system will not allow the same password as any of the three (3) previously used passwords.
- Enter the new password again to confirm.
- Click “Update Password and Log In.”