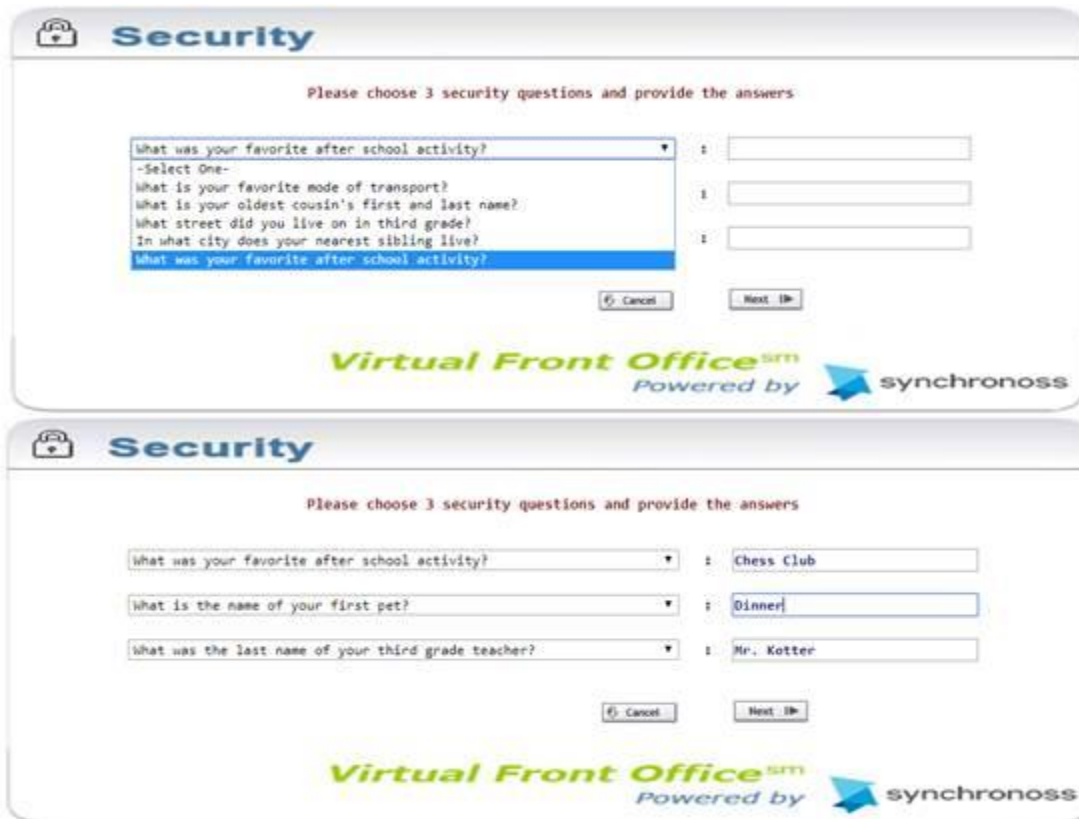


## 1. Forgot User ID and Password Function

You will be able to retrieve your forgotten user names and reset your forgotten passwords.

### How will the system know it is you?

The first time you log in after the release you will be prompted to select three security questions from the list and provide answers to each of them.



**Security**

Please choose 3 security questions and provide the answers

What was your favorite after school activity? :

--Select One-- :


What is your favorite mode of transport? :

What is your oldest cousin's first and last name? :

What street did you live on in third grade? :

In what city does your nearest sibling live? :

What was your favorite after school activity? :

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**Security**

Please choose 3 security questions and provide the answers

What was your favorite after school activity? : Chess Club

What is the name of your first pet? : Dinner

What was the last name of your third grade teacher? : Mr. Kotter

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Once this step is complete, you will be prompted to supply an email address (Email ID) or verify the one already associated with your user profile when you log in for the first time.



**Security**

Please provide/confirm your email ID

Email ID :

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**User Profile Details** Save Close

Note : Fields marked with "\*" are mandatory.

User Name	:	<input type="text"/>	*
Password	:	<input type="password"/>	*
Confirm Password	:	<input type="password"/>	*
Full Name	:	<input type="text"/>	
Designation	:	<input type="text"/>	
Locked	:	<input type="checkbox"/>	
Active	:	<input checked="" type="checkbox"/>	
Force Reset	:	<input type="checkbox"/>	
Password Never Expires	:	<input type="checkbox"/>	
Allow Submit with Errors	:	<input type="checkbox"/>	
User Type	:	<input type="text" value="ESP"/>	*
Esp Name	:	<input type="text" value="PROMTIER_RECEIVE"/>	
Managing ESP Branding	:	<input type="text" value="--None Available--"/>	*
Phone	:	<input type="text"/>	
Email Id	:	<input type="text" value="@synchronoss.com"/>	
Select Group	:	<div>Available</div> <div>Selected</div> <div>Primary Group*</div> <div>Secondary Group</div>	

Security Question1	:	<input type="text" value="What was your favorite after school activity?"/>	
Security Answer1	:	<input type="password"/>	*
Security Question2	:	<input type="text" value="What is the name of your first pet?"/>	
Security Answer2	:	<input type="password"/>	*
Security Question3	:	<input type="text" value="What was the last name of your third grade teacher?"/>	
Security Answer3	:	<input type="password"/>	*

### What happens if you forget your user name?

There is a new hyperlink "Forgot User Name?" added to the VFO Login Page. If you forget your user name click "Forgot User Name?".

**Login**

Please Login

User Name	:	<input type="text"/>	<a href="#">Forgot User Name?</a>
Password	:	<input type="password"/>	<a href="#">Forgot Password?</a>
Module	:	<input type="text" value="--Select--"/>	
Change Password	:	<input type="checkbox"/>	

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Next it will prompt you to enter your email address.

The screenshot shows a 'Security' dialog box with a lock icon in the title bar. The text inside reads: 'Please enter the email ID associated with your profile. You will receive an email with your User Name(s)'. Below this is a text input field labeled 'Email ID :'. At the bottom, there are two buttons: 'Cancel' and 'Send'. The footer of the dialog box features the 'Virtual Front Office' logo and the text 'Powered by synchronoss'.

Upon inputting a valid email address, all usernames associated with that email address will be listed in the email sent.

The screenshot shows an email body with the following text: 'Dear Valued User, A request was recently made to retrieve the User Name associated with your VFO account. User Name(s) [REDACTED] If you feel your account was accessed in error, please call [REDACTED] Thank you for using VFO. Sincerely, Customer Support'.

### What happens if you forget your password?

Click the "Forgot Password" link on the VFO Login Page to trigger a four-step user authentication process.

1. You will be prompted to enter your username.

The screenshot shows a 'Security' dialog box with a lock icon in the title bar. The text inside reads: 'Please enter your User Name'. Below this is a text input field labeled 'User Name :'. At the bottom, there are two buttons: 'Cancel' and 'Next Step'. The footer of the dialog box features the 'Virtual Front Office' logo and the text 'Powered by synchronoss'.

2. You will need to answer a security question associated with your user profile.



A screenshot of a web application window titled "Security". It contains a prompt "Please answer the security question below" and a question "What was your favorite after school activity?". There is a text input field to the right of the question. Below the input field are two buttons: "Cancel" and "Next >". At the bottom, there is a logo for "Virtual Front Office" and "Powered by synchronoss".

3. VFO will send a verification code, which you will use to access VFO.



A screenshot of a web application window titled "Security". It contains a prompt "Please enter the Verification Code". Below this, there is a label "Verification Code :" followed by a text input field containing the code "rhHSe1234567890". Below the input field are three buttons: "Cancel", "Regenerate", and "Next >". At the bottom, there is a logo for "Virtual Front Office" and "Powered by synchronoss".

3. You will enter your new password twice.



A screenshot of a web application window titled "Login". It contains a prompt "Please reset your Password". Below this, there are two text input fields: "New Password :" and "Confirm New Password :". To the right of the "New Password" field is a link labeled "Password Rules". Below the input fields are two buttons: "Cancel" and "Update Password". At the bottom, there is a logo for "Virtual Front Office" and "Powered by synchronoss".

Providing the correct security answer will generate an email to the associated email address with a random security code. You will have to enter that security code to proceed, either in the same session or in a new one if that session times out. The correct security code completes the second step of user authentication, and you will be prompted to create a new password.

VFO administrators will no longer be able to configure email addresses when creating new users. This field is view only.

**User Profile Details**

Save Delete Back to List Back to Home

Note : Fields marked with "\*" are mandatory.

User Name : j \*

Password : \*\*\*\*\* \*

Confirm Password : \*\*\*\*\* \*

Full Name :

Designation :

Locked : ☐

Active : ☒

Force Reset : ☐

Password Never Expires : ☐

Allow Submit with Errors : ☐

User Type : ESP \*

Esp Name : \*

Managing ESP Branding : --None Available--

Phone :

Email Id : @synchronoss.com

Select Group : Available Selected

Primary Group\* : \_RECEIVE\_GROUP

Secondary Group :

When an existing user logs in to VFO for the first time, after this deployment, the user will need to provide his/her email address and verify the email address by entering the security code sent by VFO to that email address.

When a new user is being created, the VFO administrator will not be able to configure an email address for the new user. When the new user logs into VFO for the first time, the user will need to provide his/her email address and verify the email address by entering the security code sent by VFO to the provided email address.