

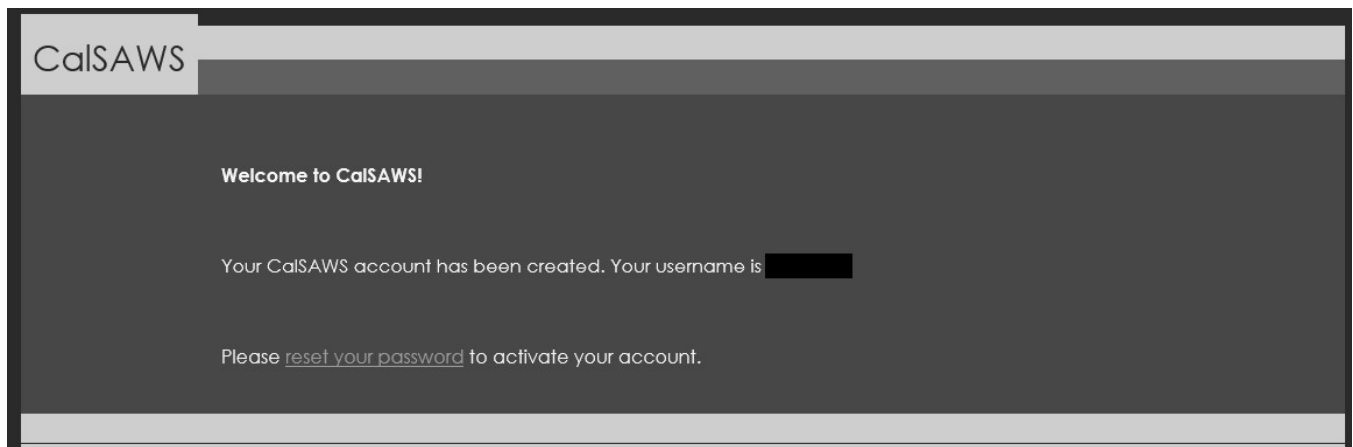
INTRODUCTION

This document serves as a functional and technical guide for users that are new to the CalSAWS ForgeRock application and are logging in for the first time.

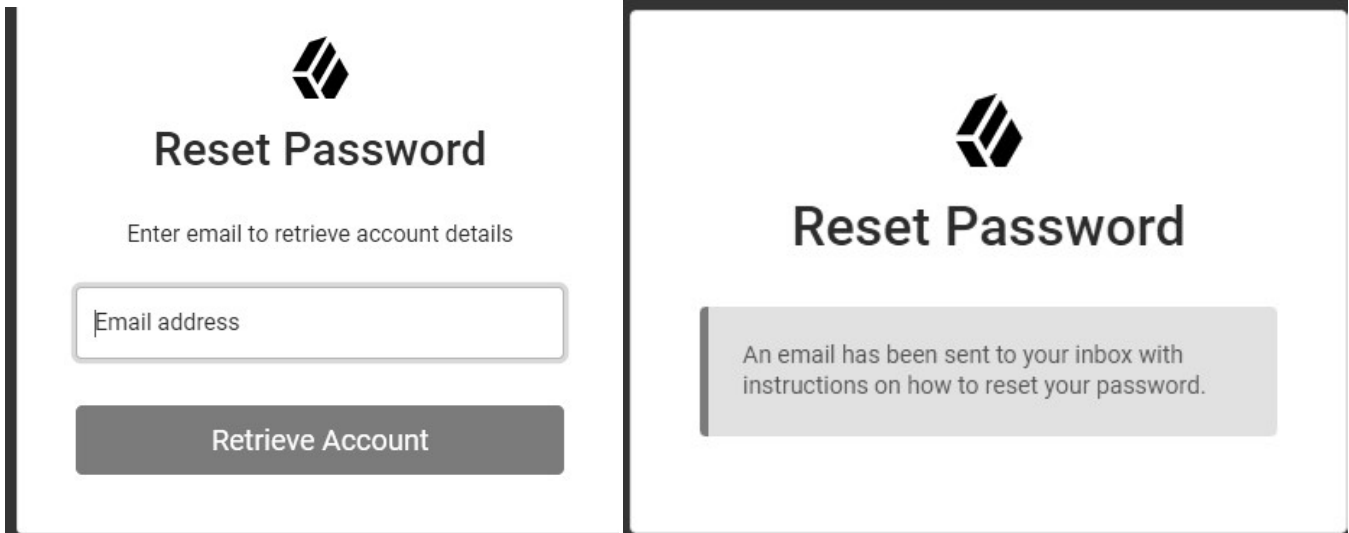
SCENARIO WALKTHROUGH

Password Reset

Once a user's account is created in ForgeRock, the email associated with the new account will receive a welcome email where that user can reset their password.

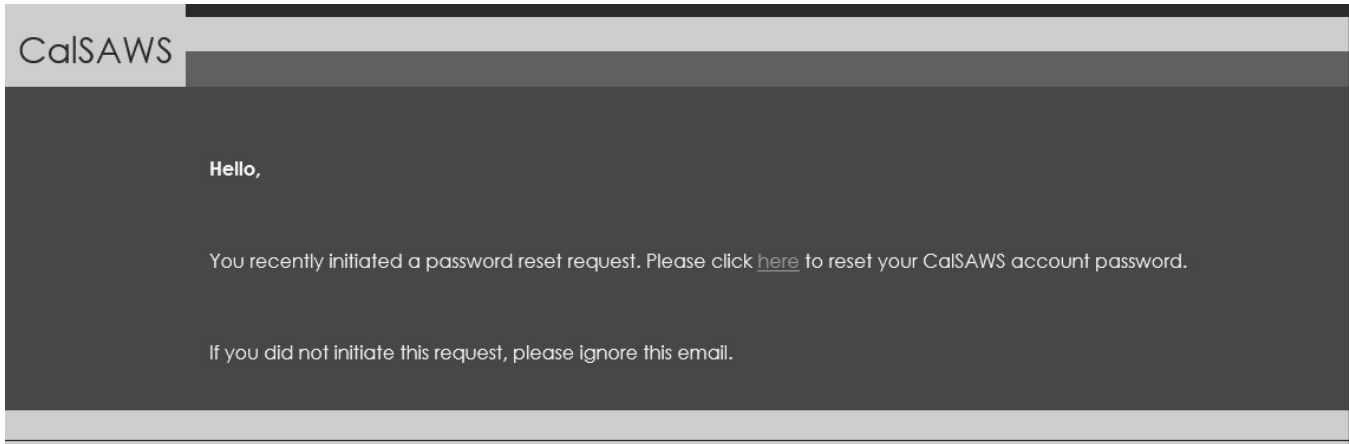


Once the user clicks “Reset Password”, they will be prompted to enter their email.



The image displays two side-by-side screenshots of the CalSAWS password reset interface. The left screenshot shows the initial 'Reset Password' screen. At the top is the CalSAWS logo, followed by the heading 'Reset Password'. Below the heading is the instruction 'Enter email to retrieve account details'. There is a text input field labeled 'Email address' and a dark grey button labeled 'Retrieve Account'. The right screenshot shows the confirmation screen. It features the CalSAWS logo and the heading 'Reset Password'. Below this, a light grey box contains the message: 'An email has been sent to your inbox with instructions on how to reset your password.'

They will then receive the following email in their inbox:



Once the user clicks “here” in the email, they will be directed to the following screen where they will set their password. The password that they set will have to comply with our password policy.

Password Policy

- Must be at least 8 Characters long.
- Must meet at least 3 of the 4 requirements below.
 - Upper Case Letter
 - Lower Case Letter
 - Number
 - Symbol
- Must not be the same as the previous 24 password(s).

