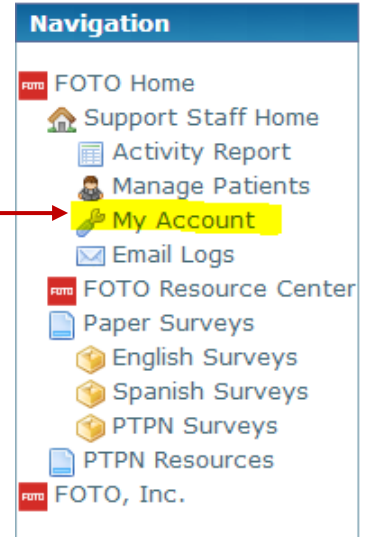


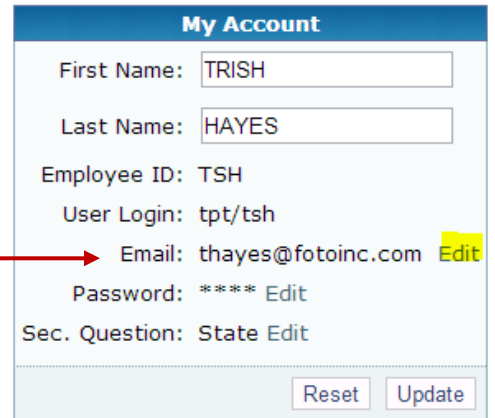
UPDATING / REVISING SUPPORT USER PASSWORDS



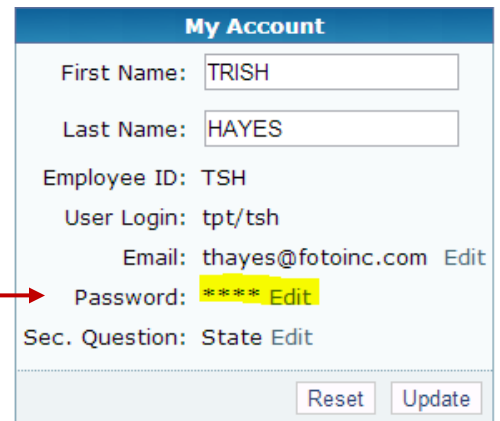
Log into FOTO using the unique User login for the Support User. If a generic password has been assigned, use this password to login in initially. Once logged in to the Support Staff Home Page, in the Navigation Bar, click on My Account



In the My Account screen, first check the email address. If this is not your email address, please click the Edit button and revise the email address and select update.



In the My Account screen, click on the Edit link by Password



Type in the new password and then retype the password in the confirm password field.

Change Password

New Password:

Confirm New Password:

Please note the password restrictions listed

- ✘ **Must meet at least 2 of these rules**
 - At least one lower case character
 - At least one upper case character
 - At least one digit
 - At least one special character
- ✘ **Must be a minimum length of 6 characters**
- ✔ **Must not contain user name**

After entering your password if the password parameters have been met, the criteria restrictions change from red type to green type.

Change Password

New Password:

Confirm New Password:

Click the Update button

- ✔ **Must meet at least 2 of these rules**
 - At least one lower case character
 - At least one upper case character
 - At least one digit
 - At least one special character
- ✔ **Must be a minimum length of 6 characters**
- ✔ **Must not contain user name**

If the password change is successful, you will see a notification at the top of the Account Setting screen.

Password change request succeeded. Notification email sent.

Account Settings

My Account

First Name:

Last Name:

Employee ID: TSH

User Login: tpt/tsh

Email: thayes@fotoinc.com

Password: ****

Sec. Question: State

Your new password is ready for your use when you next login to the system.