

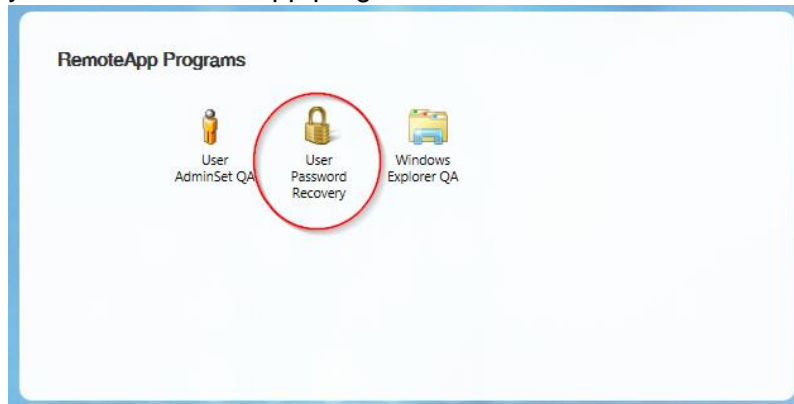
# End-User Password Recovery

[Click Here](#) to watch a short tutorial.

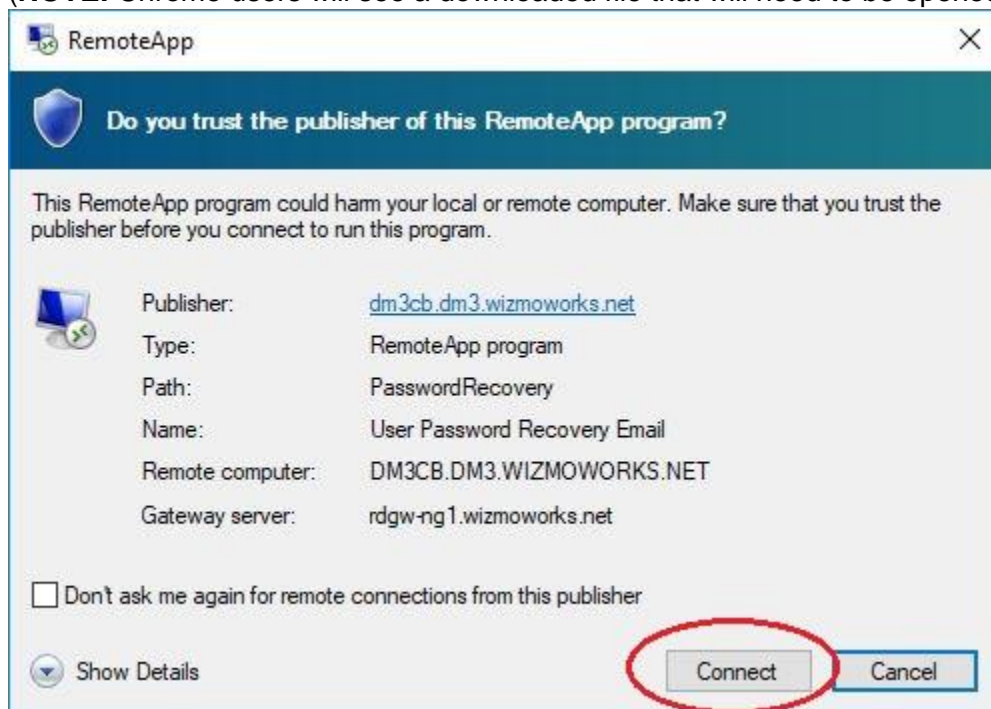
On the landing page, please note the “**Forgot Password?**” link. This link will allow you to reset your password without any interaction from our Customer Support team. This password recovery option relies on you to set up a Recovery Email prior to using the tool for the first time. Please follow the instructions below to set up your Recovery Email address.

## 1. Set Your Recovery Email Address

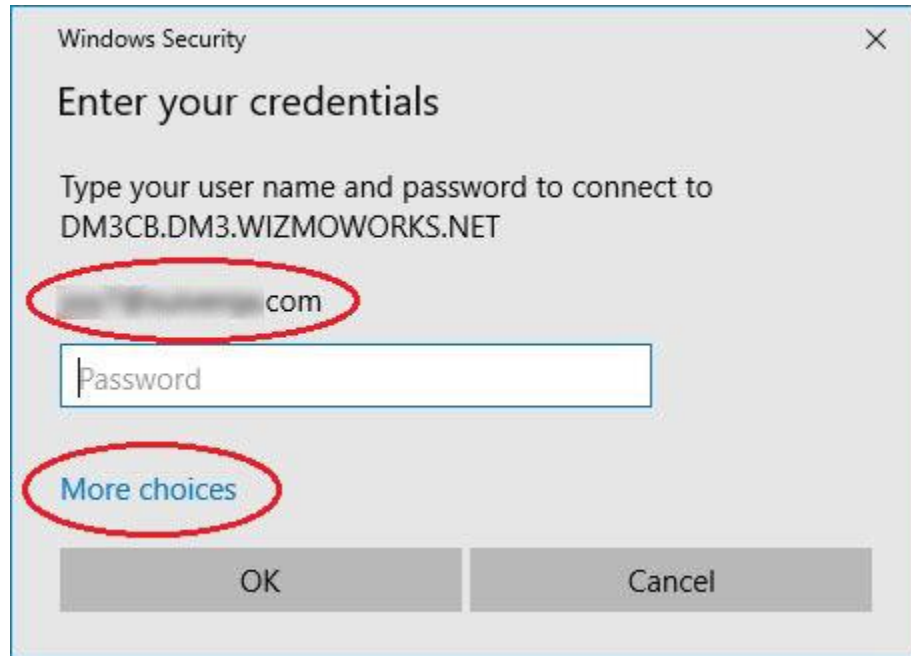
- a. Upon login, you will have access to a **User Password Recovery** application in your list of RemoteApp programs. Click this icon.



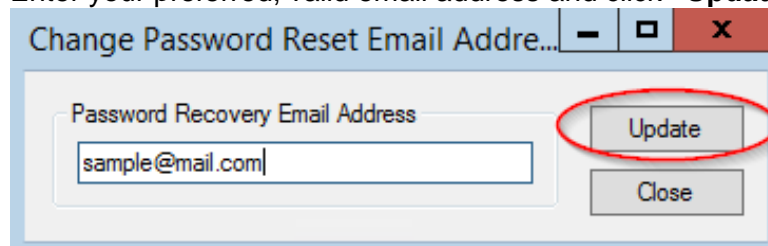
- b. A small application will open. Click “**Connect**”.  
(NOTE: Chrome users will see a downloaded file that will need to be opened)



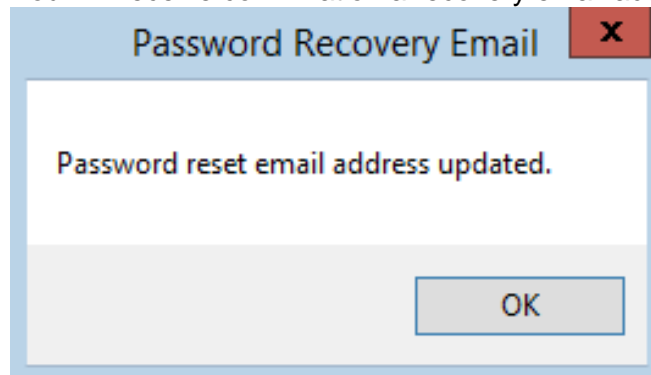
- c. Verify this screen is displaying our current Username. If not, click **“More Choices”** and select **“Use A Different Account”** to change the username and log in with your current credentials.



- d. Enter your preferred, valid email address and click **“Update”**.



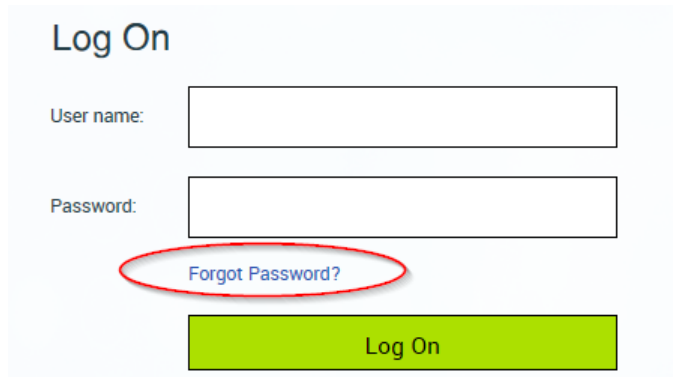
- e. You will receive confirmation a recovery email address has been updated.



- f. You can come back to this utility in the future to update your email address, if necessary.  
g. Click **“Close”** on the window, if it is still visible.

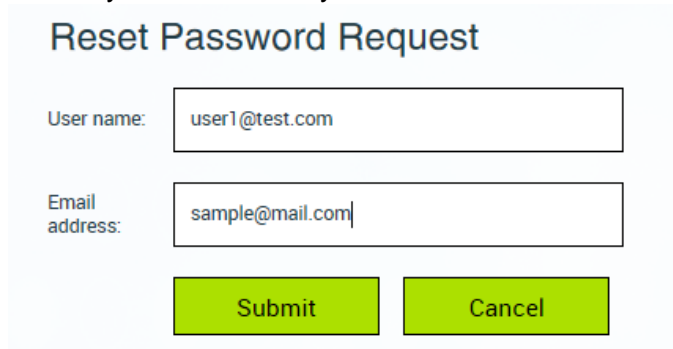
## 2. How to Use The “Forgot Password” Option.

1. Once you have set your recovery email address, you will be able to use the “Forgot Password?” link on the landing page without assistance from Customer Support.



The screenshot shows a 'Log On' form with two input fields: 'User name:' and 'Password:'. Below the 'Password:' field is a blue link labeled 'Forgot Password?' which is circled in red. At the bottom of the form is a green 'Log On' button.

2. Upon clicking the link, you will be presented with the following prompt and will need to fill in the Username name you use to log into the hosted environment **AND** the matching recovery email address you have established.



The screenshot shows a 'Reset Password Request' form. It has two input fields: 'User name:' with the value 'user1@test.com' and 'Email address:' with the value 'sample@mail.com'. Below the fields are two green buttons: 'Submit' and 'Cancel'.

3. If your Username and valid email address match, you will then be sent an email with the following information:

From: <password-recovery-service@[REDACTED].com>  
Date: Tue, Jan 15, 2019 at 2:44 PM  
Subject: Password Reset Request  
To: <sample@mail.com>

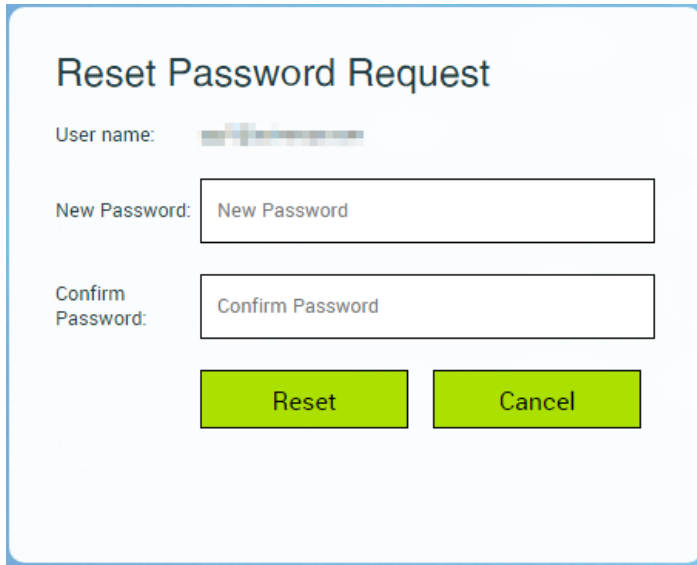
Dear [REDACTED],

You have recently requested to reset your password. Please click on the following link and enter a new password.

[https://\[REDACTED\].com/RDWeb/Pages/en-US/ManagePassword.aspx?UniqueID=f26a6423-2397-40de-853b-ce498313197f](https://[REDACTED].com/RDWeb/Pages/en-US/ManagePassword.aspx?UniqueID=f26a6423-2397-40de-853b-ce498313197f)

***Important Note:*** Please ask your technology coordinator to add the domain: ***sui-online.com*** to your organization's safe sender list to ensure you receive these notifications.

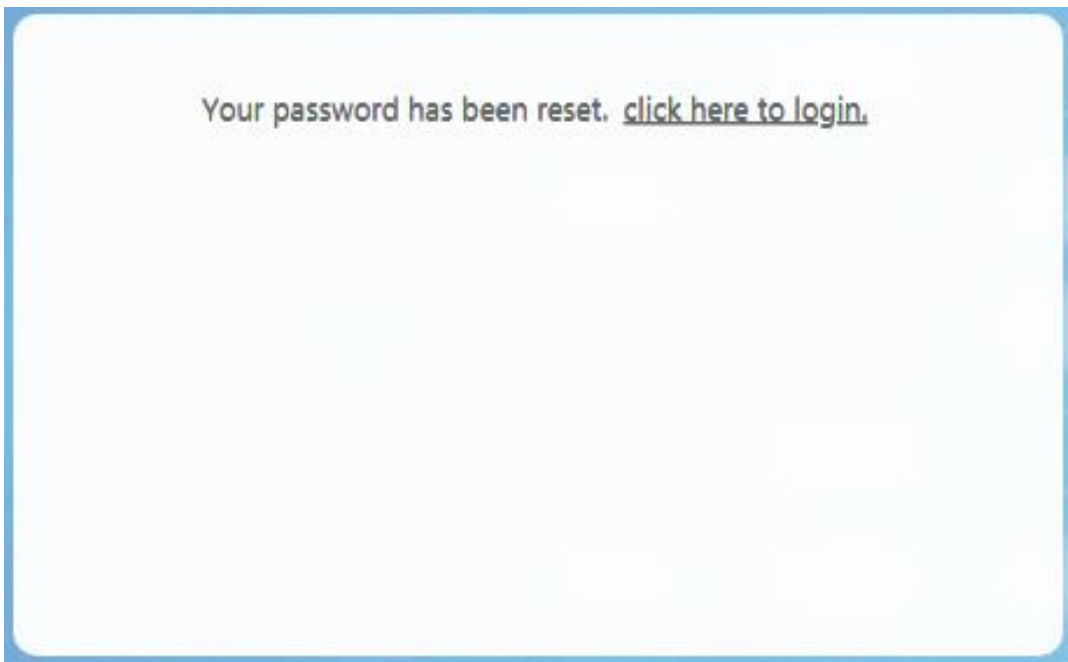
4. The link in the email will bring you to a page that will allow you to reset your password.



The screenshot shows a web form titled "Reset Password Request". It contains the following fields and buttons:

- User name:** A text input field with a blurred value.
- New Password:** A text input field containing the placeholder text "New Password".
- Confirm Password:** A text input field containing the placeholder text "Confirm Password".
- Reset:** A green button.
- Cancel:** A green button.

5. Once the new password has been entered and you click the **Reset** button, you will receive confirmation and be presented with the link back to the landing page, where you can log in with the new password.



6. **NOTE:** If you have not set a recovery email or have forgotten the email address originally used, you will receive the following message when using the “Forgot Password?” link. Please verify you have entered your Username and Email Address correctly and try again. Please contact the School Accounting System administrator at your organization to reset your password or contact Customer Support at 800.756.0035x2

### Reset Password Request

User name:

Email address:

Invalid Username or Email address. Please verify or contact your administrator.