



Southern Linc

Password Change Process

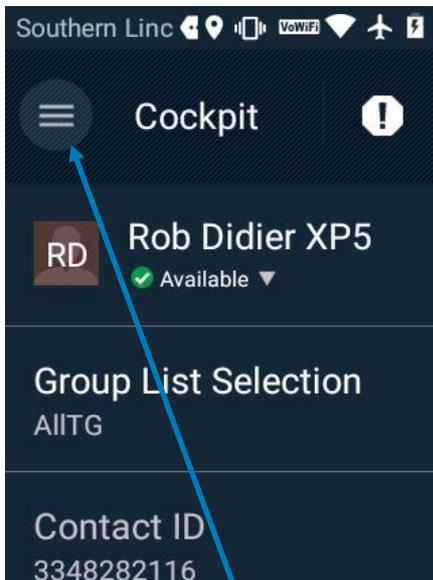
Change Password Overview

- Users may change their Initial Password in two methods
 - Using the PTT Passcode Website:
<http://pttpasscode.southernlinc.com>
 - Recommended for XP5 to avoid moving between screens of the phone
 - Using Cockpit “Sign In” page
 - Change Password
 - Forgot Password

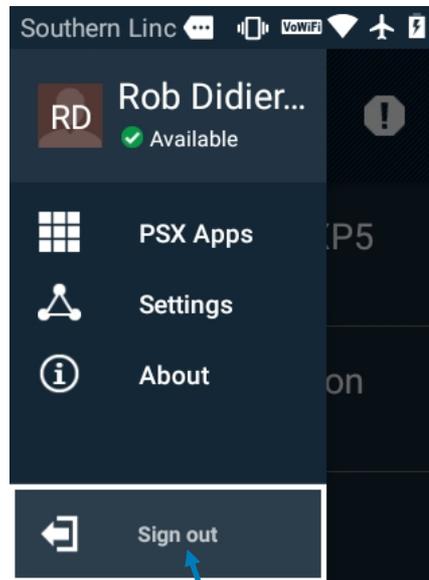


Starting Change Password

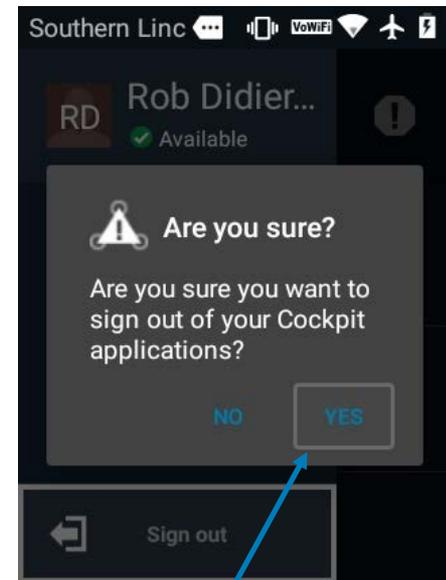
- Recommend signing out of Cockpit prior to changing Initial Password
 - The PTT client will not sign the User out of the application if the Initial Password is changed, but to maintain consistency with the changed password, it is recommended to log out to change the password and then log back in with new password.



Within Cockpit,
Select Settings



Select "Sign out"



Confirm Sign out



Change Password Link



Access the link above with any device that has internet access (Suggest a different device than the XP5 being changed to avoid changing between screens)



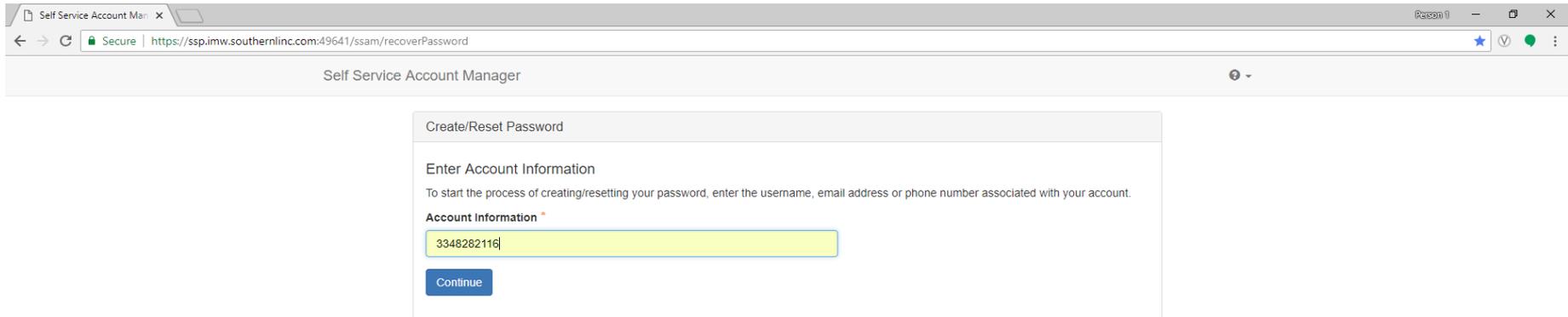
Create/Reset Password Page



- Username is equal to the 10 digit phone number (without dashes) of the device in which password is being changed
- Press Continue after entering 10 digit phone number



Insert User ID (10 Digit Phone number)



Self Service Account Manager

Create/Reset Password

Enter Account Information

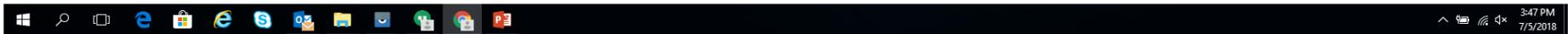
To start the process of creating/resetting your password, enter the username, email address or phone number associated with your account.

Account Information *

3348282116

Continue

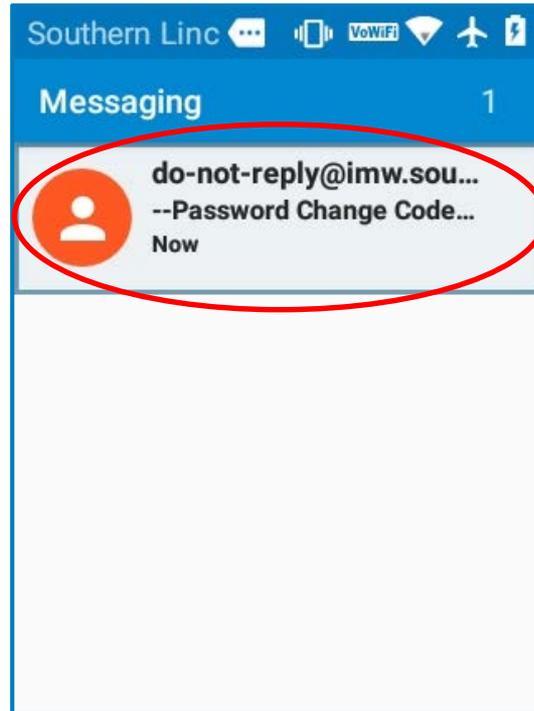
After tapping Continue, the WAVE will send another message to the device with the One-time Passcode to change the Initial Password



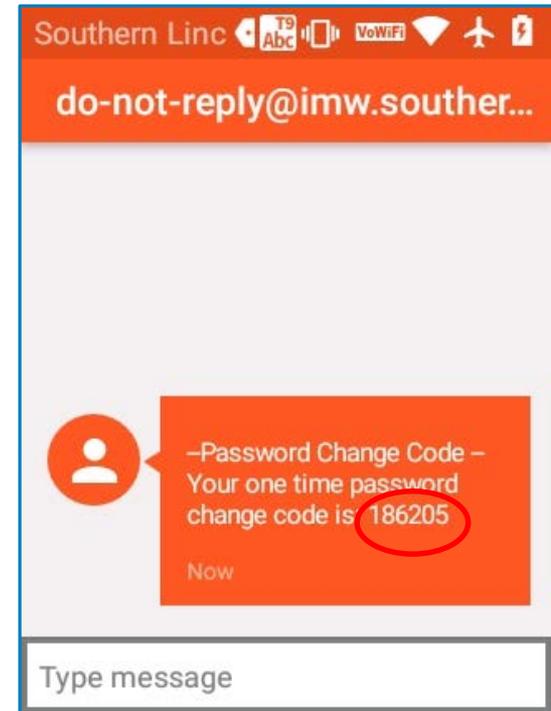
Obtain One-time Change Code



Open Messenger



Tap Message to
receive Password
Change Code



Temporary store
Password Change
Code for website

Change Password



Create/Reset Password - Code Verification

Password Change Code Sent
A password change code has been sent via your account recovery contact method. When you have received the code, enter it below along with a new password. If you do not receive the code, you can [request another code to be sent](#).

Password Change Code *

New Password *

 Show Password

Confirm New Password *

[Show Password Requirements](#)

Insert Password Change Code from message

Create New Password and Confirm New Password

Select Change Password to complete



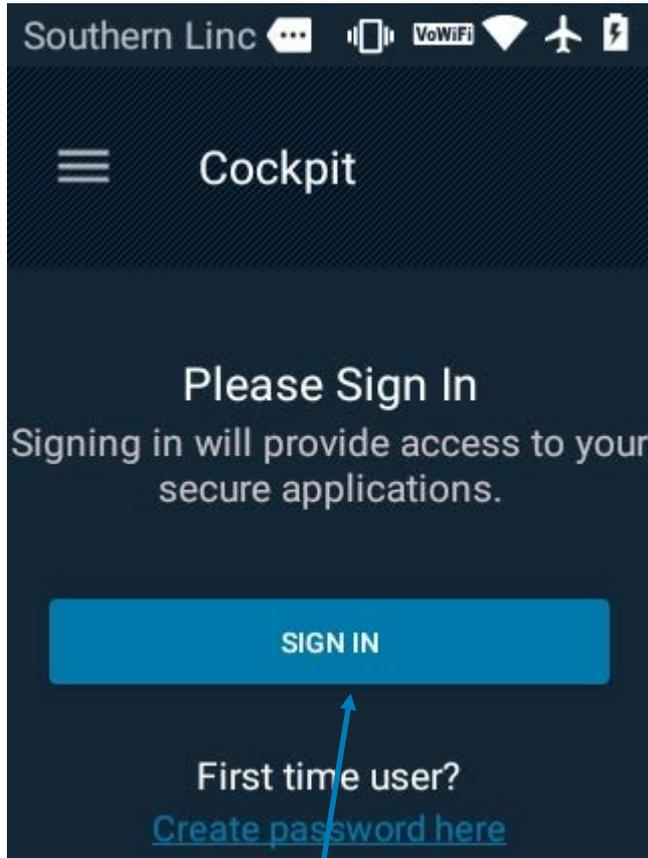
Password change Complete



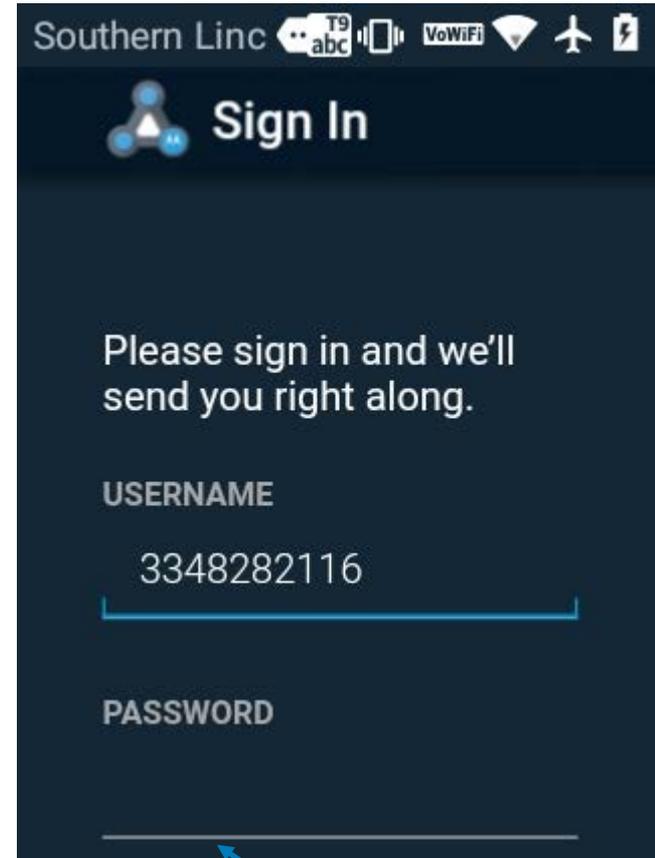
Password change complete,
open Cockpit and SIGN IN



Sign In with New Password



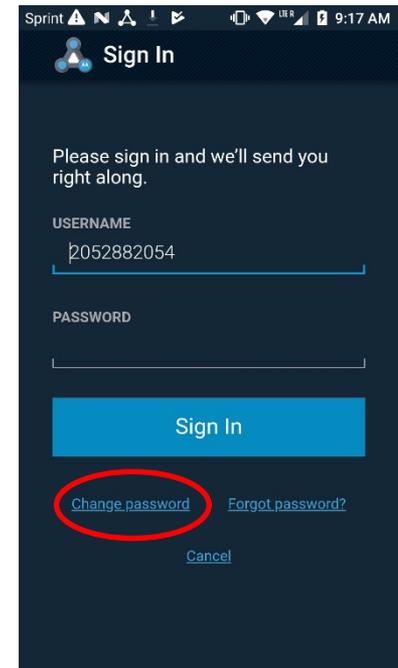
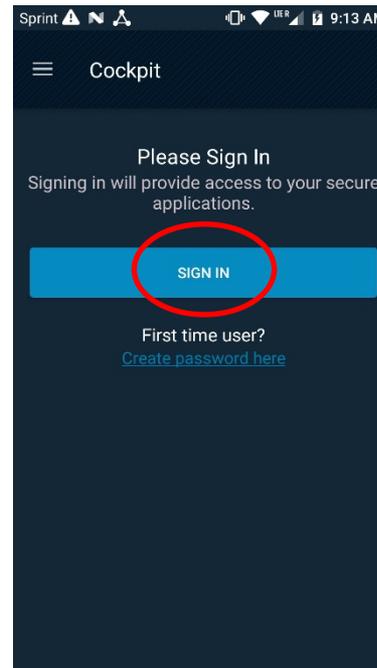
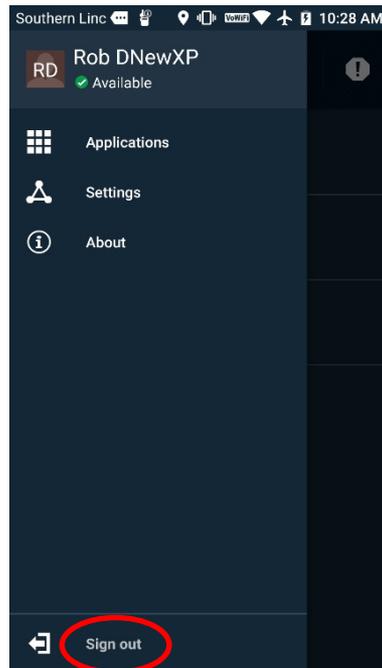
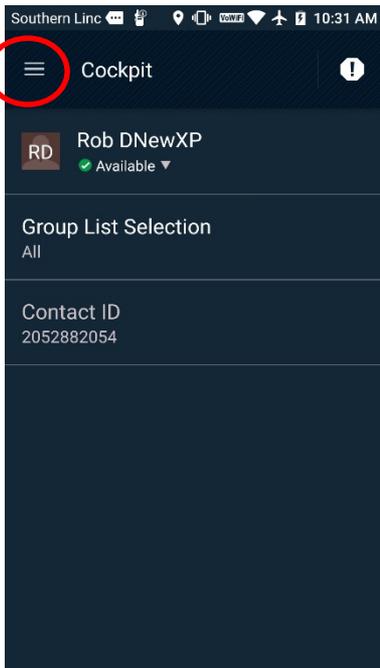
Tap SIGN IN



Enter New PASSWORD

Changing Password from Cockpit

- Cockpit allows the user to change their password directly from the application, it also allows the user to create a new password if they forget their current password
 - Open Cockpit, Select Settings and Sign out of Cockpit to start process
 - Open Cockpit and select **SIGN IN** and then **Change password**



Sign In to Change Password

Sprint 9:21 AM

Self Service Account Manager

Please sign in

Email/Username

Password

Sign in

Set/Reset password

After selecting **Change password** the system will ask the user to Sign In with current Password

Sprint 9:30 AM

Self Service Account Manager

Please sign in

2052882054

.....

Sign in

Set/Reset password

1 2 3 4 5 6 7 8 9 0
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
?123 , . →

Use 10 digit phone number and current Password

Changing Password

Southern Linc 10:01 AM

Self Service Account Manager

User Profile

Email
2052882054@ltesms.southernlinc.com

Name
Rob
Didier XP

Phone Number
Work Phone Number

Click to change password

Southern Linc 10:01 AM

Change Password

Current Password
Enter Current Password
 Show Password

Password
Enter New Password
 Show Password

Confirm Password
Re-Enter New Password
[Show Password Requirements](#)

Change Password Cancel

Southern Linc 10:38 AM

Change Password

Current Password
.....
 Show Password

Password
.....
 Show Password

Confirm Password
.....
[Show Password Requirements](#)

Change Password Cancel

Southern Linc 10:03 AM

Self Service Account Manager

Password was successfully changed.

User Profile

Email
2052882054@ltesms.southernlinc.com

Name
Rob
Didier XP

Phone Number
Work Phone Number

Click to change password

Verify account info and select **Click to change password**

Launches Change Password page

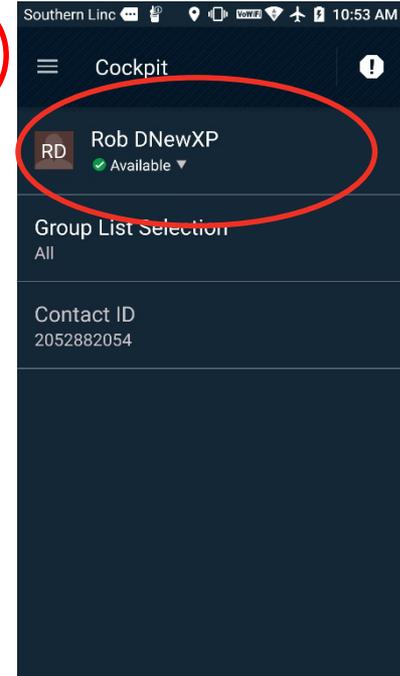
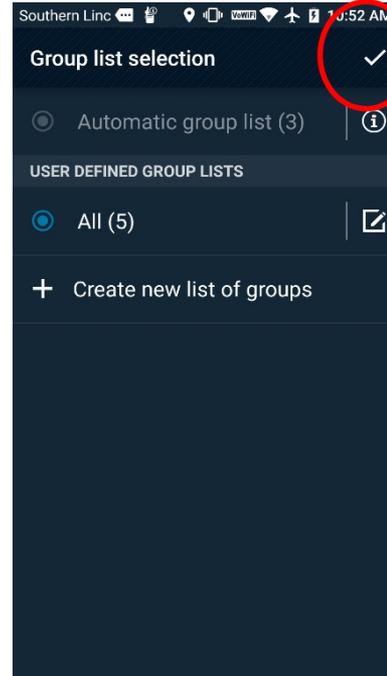
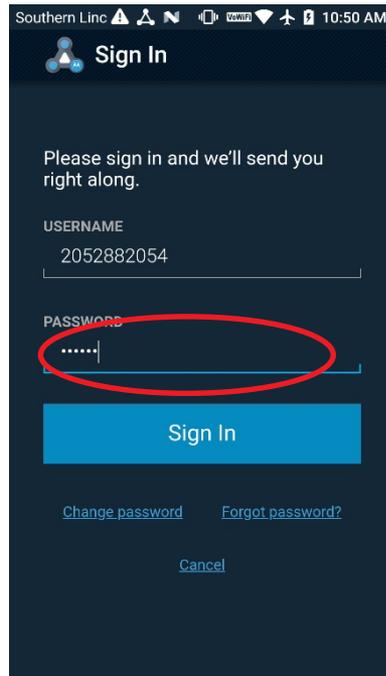
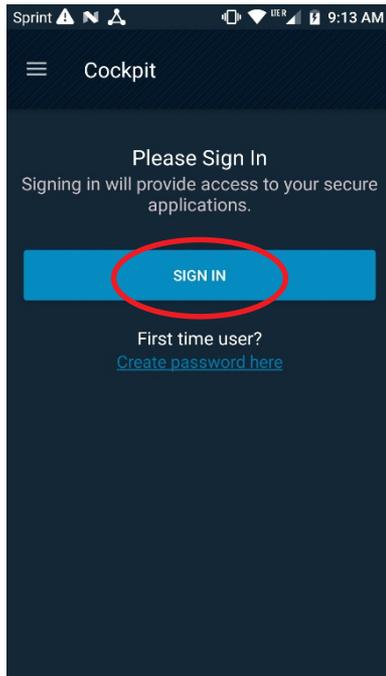
Enter current Password and create/confirm new Password

After selecting Change Password the page will indicate if successfully changed

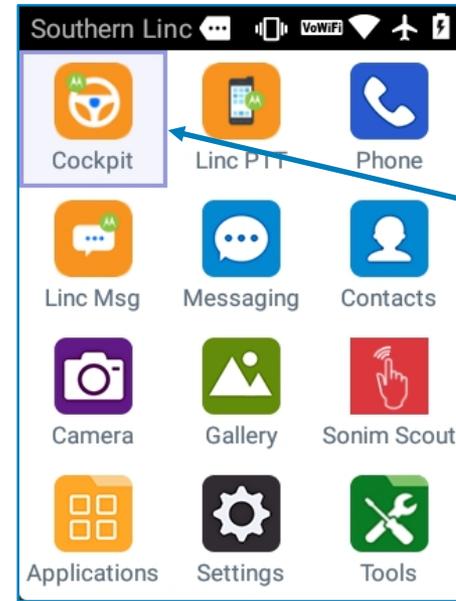
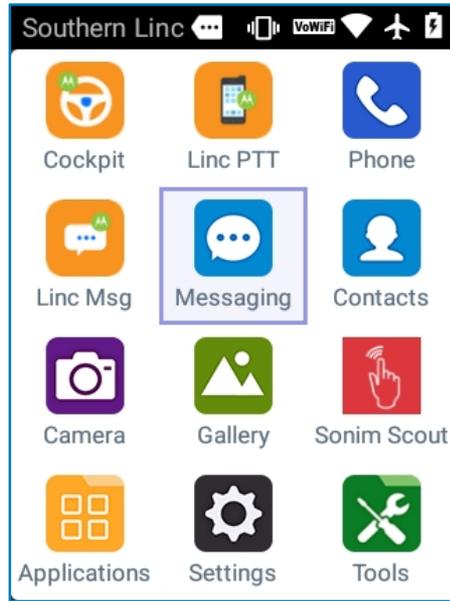
* Password requirements can be viewed by selecting "Show Password Requirements, min 6 characters

SIGN IN w/ New Password

- Return to Cockpit
 - SIGN IN with new Password
 - Let Cockpit sync
 - Verify Scan list
 - Cockpit Ready



Backup



Use arrow keys to select Cockpit



Tap the Application list button to select Cockpit

* Double Tapping the Application list button will also show open windows on XP5



Forgot Password

- Forgot Password from Cockpit works the same as the website connection
- After selecting Forgot Password it brings the user to the same page that was used for the website connection and the process is the same from that point forward.

