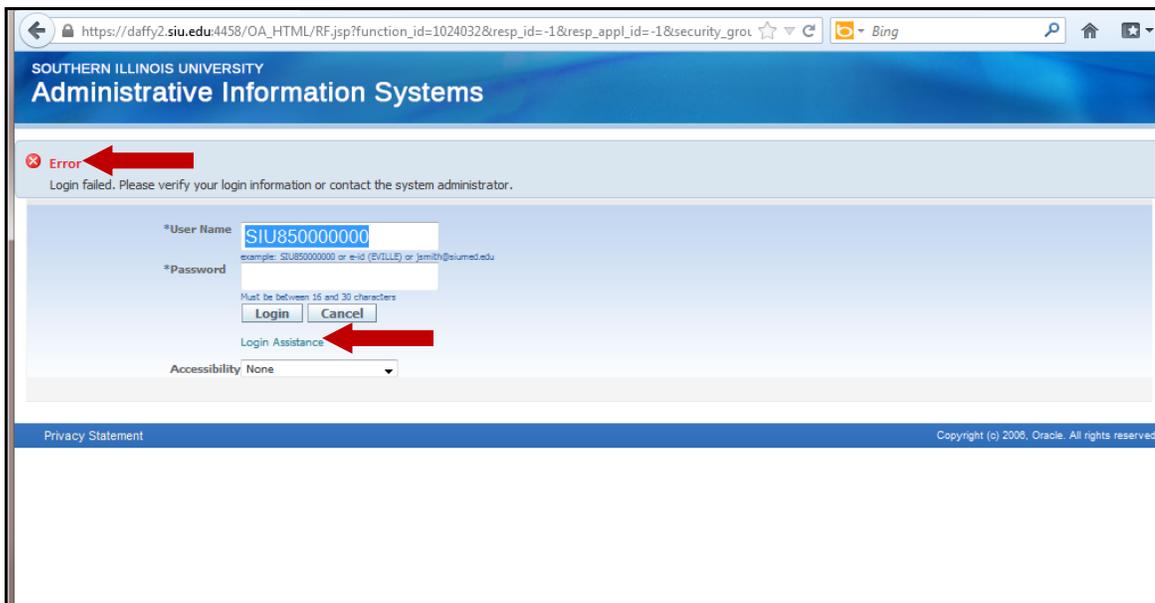


Getting Started: Login Assistance

- To access Login Assistance you will:
 - Enter the web address: hrss.siu.edu
 - From the Login screen, click the **Login Assistance** link.
- If you have forgotten your Password, you can click the Login Assistance link, from the Login screen, enter the required information and then receive an automated email notification with the information you requested, along with instructions on how to proceed.

Login Assistance Error

- If you enter a wrong User Name or Password, a screen similar to the one below will appear.
 - Error** - Login failed. Please verify your login information or contact the system administrator.



IMPORTANT:

- If you think your Password is the issue, then before you contact the system administrator or SalukiTech, try to Reset your Password.
- AIS lockout policy is six (6) failed attempts. The lock does NOT automatically expire. The only way to unlock is to reset your password.

Login Assistance – Forgot Password

- If you have *forgotten your Password* or need to *Reset your Password* for any reason, perform Steps 1 through 8, as noted on the following page.
 - NOTE:** Since this information was covered in the previous learning cycle, we will not repeat the entire process; but will provide a quick review of the steps.

- From your Login screen, click the *Login Assistance* link.
 - *Step 1:* Enter the required information in the Forgot Password section of the Login Assistance page.
 - *Step 2:* A Confirmation window will appear; click OK to close this window.
 - *Step 3:* An email notification will then be generated by the system and sent to you. In a few minutes, check your email.
 - *Step 4:* Locate the email notification from *SIU AIS Notification*.
 - *Step 5:* Open the email; then locate and click the *Reset your Password* link.
 - *Step 6:* Reset Password window will open; enter the required information, using the following standards to create a Password. Reminder: Keep your password secure.

Password Standards:

Must be changed every 365 days

Cannot be reused

Must be between 16 and 30 characters in length

May include upper case and lower case letters

May contain one or more of these special characters:

? .] [} { - ! * + _ ~

May include spaces

May be in the form of a passphrase, e.g. "Fido + 1 makes three!"

Avoid the following:

DO NOT use passwords derived from your user name.

DO NOT use names of family, close friends or pets.

- **Note:** Since passwords are required to be between 16 and 30 characters, you can create "passphrases" or use sequences of words, rather than a hard to remember, hard to type random password string.
 - *Step 7:* Another Confirmation window appears telling you your Password has been reset; click OK to close.
 - *Step 8:* You will then return to the Login screen
- Enter your User Name and the reset Password to access your HRSS Home Page.