

How to Reset Your Password If You Forgot Your Information

1. If you are attempting to log in to your account on any Trimac application and you don't remember your password, there is a way to change your password without logging into your account and, thus, allowing you access again. To do this, follow the steps below.
2. On the AD Self Service homepage, click where it says "Reset Password" under where you would normally sign in.



Update Your Profile Efficiently :

- [User Registration](#)
Establish your identity via registration
- [Self Update](#)
Update your contact information
- [Change Password](#)
Change your password using current password

Sign in

User Name:

Password:

Reset Password
Reset your forgotten password

Unlock Account
Unlock your locked out account

3. On the next page, type in the username that you would use to sign in to your Trimac account. Click "Continue".

Reset Your Password
Please provide your user name and domain name.

Domain User Name (Example : Jsmith)

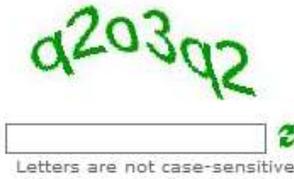
4. What will come up on the next page are the security questions you set up when you first enrolled. Type in the answers that you created. **IMPORTANT:** As soon as you arrive on this page the procedure will be timed. Your session will expire after 5 minutes. If you do not reset your password within this time limit, you must restart this procedure (although no other negative effects will occur). To help keep track of this time limit, a timer will appear in the top right corner that looks like this:

Time left for this operation : 04:57



5. Below the security questions should be an image that looks similar to this **(the characters will ALWAYS be different)**:

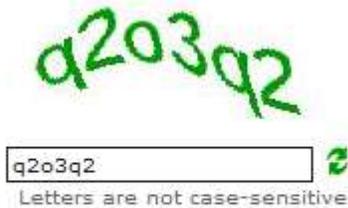
Type the characters you see in the picture below.



Continue Cancel

You will be required to enter in the characters you see in the picture. For example:

Type the characters you see in the picture below.



Continue Cancel

If you cannot read the characters, you can change them by clicking the  button. You can do this as many times as you like until you get a set of characters you can read.

6. Once you are done, click the “Continue” button.
7. You should now be at the page in the image below. You will be prompted to create a new password here. Remember that you must meet these minimum password requirements:

- There must be a minimum of 9 characters
- There must be at least one letter
- There must be at least one number
- There must be at least one special character (\$, #, !, ?, etc.)

8. Once you have entered in your new password, you will need to do the same process as step 5 where you must enter in the characters you see.
9. Once you have entered in the characters, click the “Reset Password” button.

Type the characters you see in the picture below.



n4ep0r

Letters are not case-sensitive

Reset Password Cancel

10. You have now successfully changed your password for your Trimac account. You will now use this new password whenever you log into any Trimac application.