This resource guides you through the process of obtaining a new password to login to the Compass Portal. Note: it is not possible to retrieve a forgotten password; instead, a new password must be created.

What to do if you forget or misplace your Compass Login Password

In the event a user forgets or misplaces their Compass Portal login Password, the process requires the designated Compass Portal Administrator(s) and/or the Security Manager(s) to reset the password. If there is only one Compass Portal Administrator and they forget their Compass Password then they must contact University Lands. Follow these guidelines to obtain a new Compass Password:

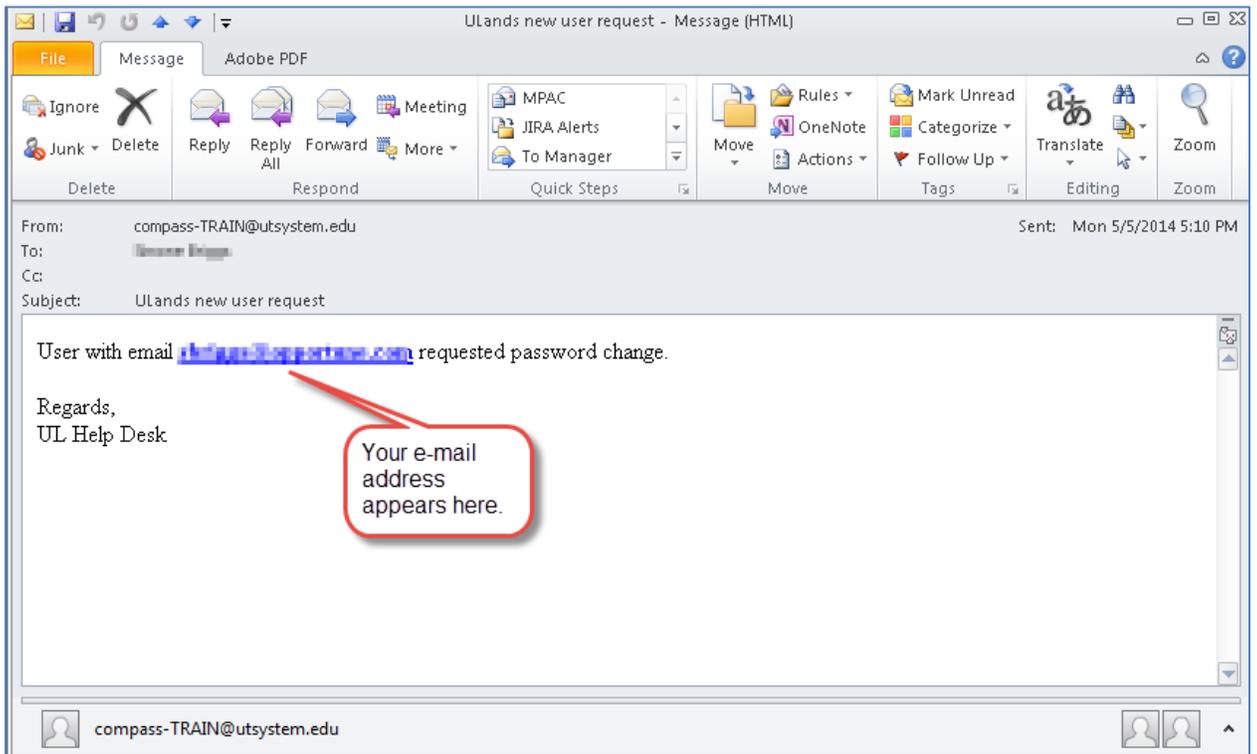1. Click the "Forgot Password" button on the Login Page.

2. Enter your Compass Portal "User ID" in the designated field and press the "Reset" button.
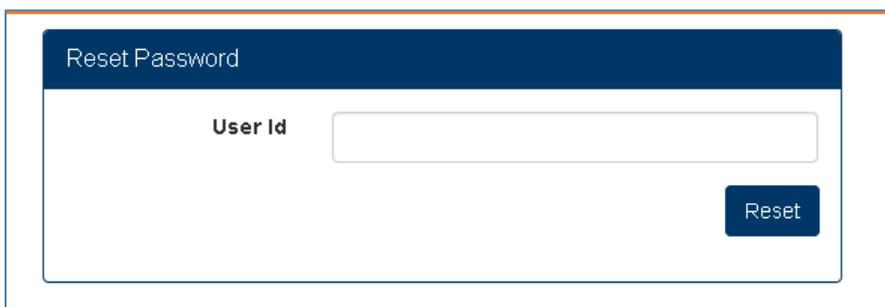
3. Upon pressing "Reset" a pop-up notification appears indicating an e-mail was sent to your Company's designated Compass Portal Administrator. Press "Ok" to return to the Login Page.

The page at [illegible] says:

Request was sent to your security administrator.

OK
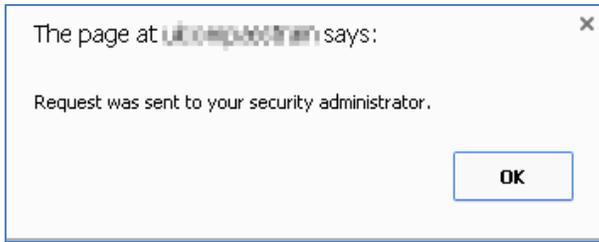
4. Your Company's Compass Portal Administrator receives an e-mail specifying your e-mail address. Note: a Security Manager will not receive any notifications, but they are able to log into Compass and edit security settings (including changing the password for another user).

From: compass-TRAIN@utsystem.edu
To: [illegible]
Cc:
Subject: ULands new user request
Sent: Mon 5/5/2014 5:10 PM

User with email [illegible] requested password change.

Regards,
UL Help Desk

Your e-mail address appears here.

compass-TRAIN@utsystem.edu

The Administrator or the Security Manager then logs in and follows these guidelines to reset the user's Compass password:
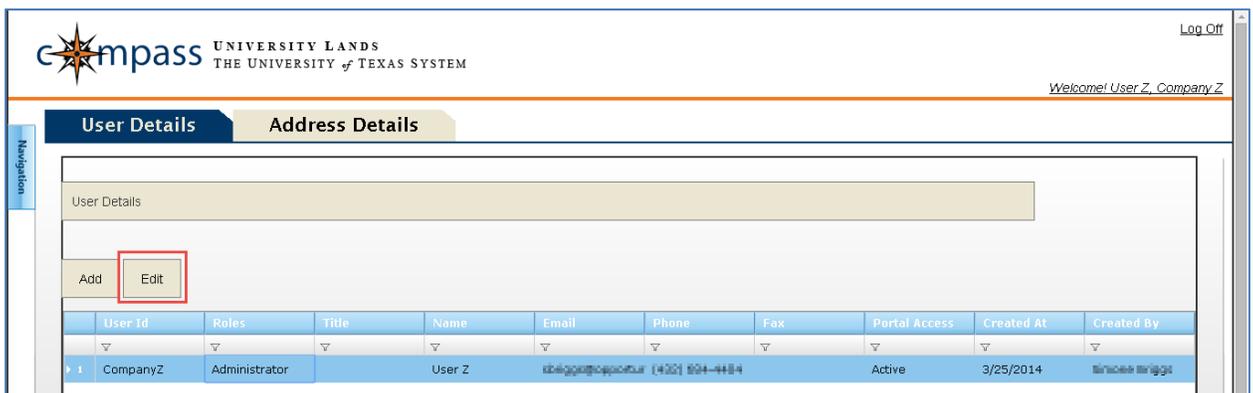
5. From the Compass Portal Landing page, click the "Navigation" button on the left-hand side of the screen and select "Profile Management," then "Security Management."
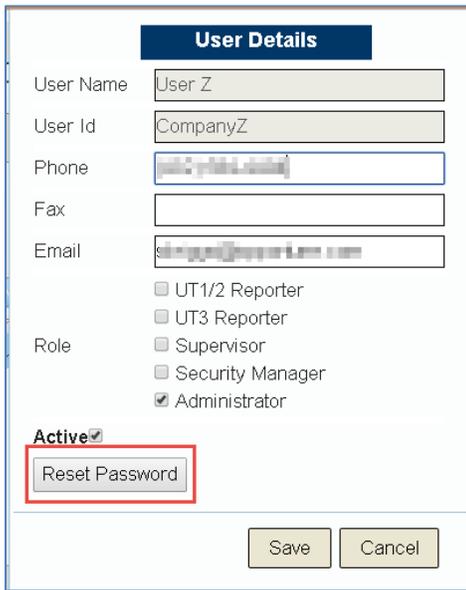

6. Select (highlight) the row of the user whose e-mail address was specified in the Password Reset Request e-mail.
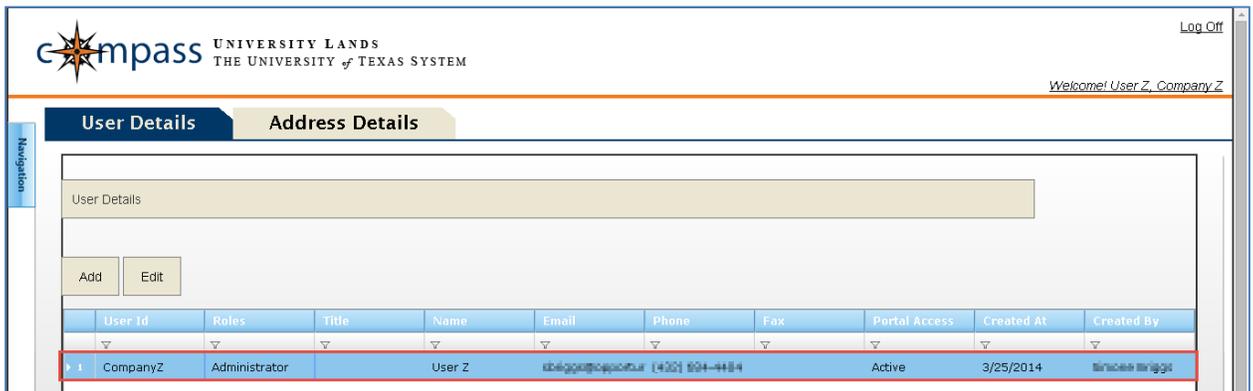
7. With the row highlighted, press the "Edit" button.

8. When the pop-up appears with the user's details, press the "Reset Password" button.

9. Confirm the Password Reset Request.

10. Click "Ok" to complete the reset process. This triggers an e-mail to the user who requested the reset that includes instructions to complete the process.
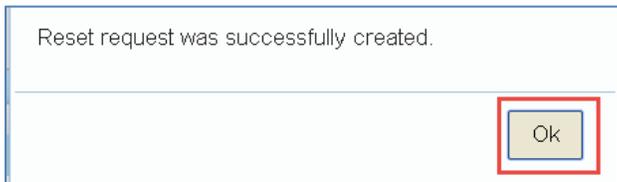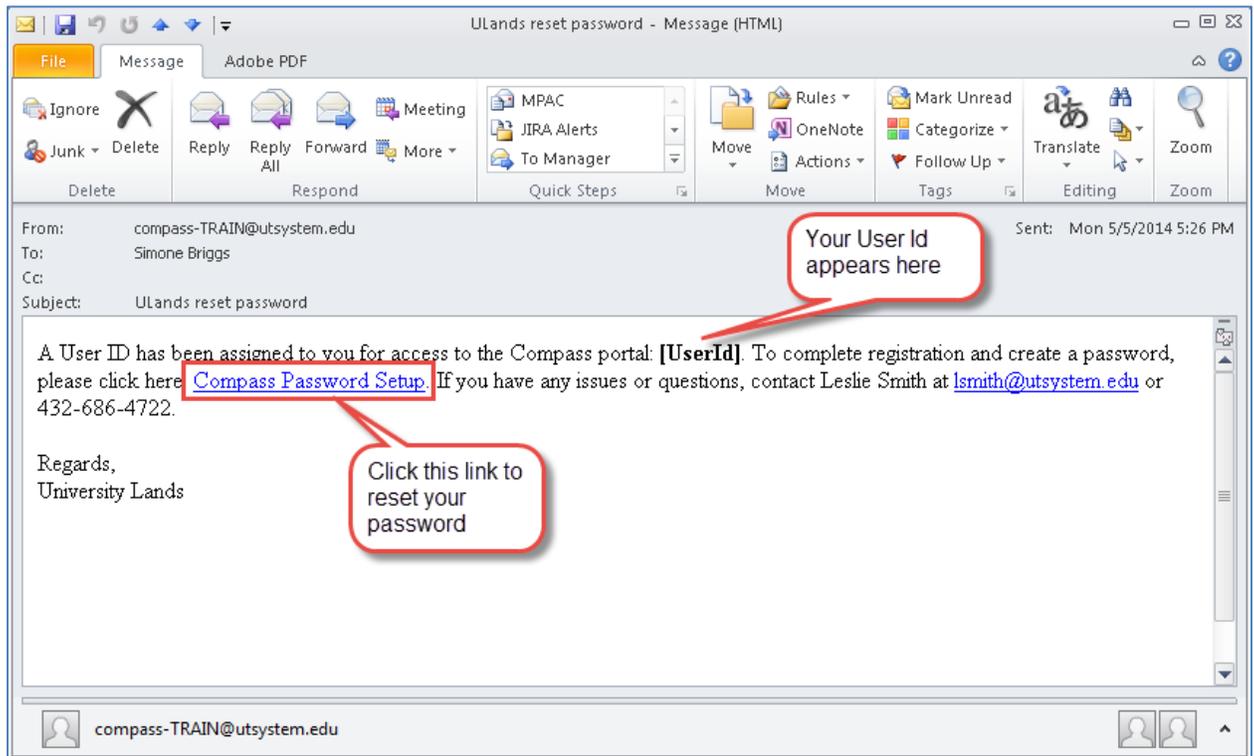
11. The user receives an e-mail containing a link to reset their Compass Portal login password. Click the link.

12. The link redirects you to the Compass Portal page to reset your password. Enter your new password in the "Password" field, and re-enter the password in the "Retype Password" field. Click "Save."
    - Passwords must meet the following criteria:
        i.   Have a minimum of eight characters
        ii. At least three characters must be numbers
        iii. At least one upper case or lower case letter
    - Note: you are restricted from accessing Compass if the password is entered incorrectly five times.

13. Upon pressing "Save," if the new password meets the password credentials, you are redirected to the Compass Portal Landing page.
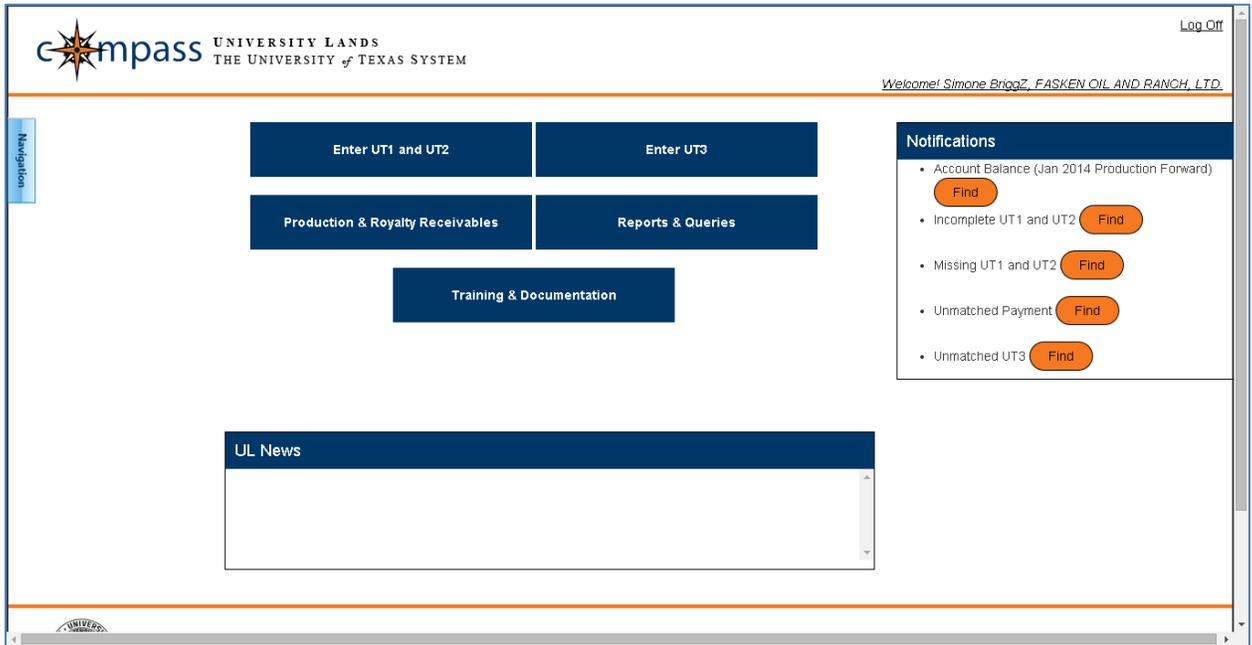
14. The user has the option to change their password once logged into the Compass Portal. From the Compass Portal Landing page, click the "Navigation" button on the left-hand side of the screen and select "Profile Management," then "User Profile."

15. Enter a new password in the "New Password" field and re-enter the same password in the "Confirm New Password" field. The password must meet the password credentials listed in step 12. Press the "Save Changes" button on the top right-hand side of the screen.

16. Going forward, this is your Password to login.