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.

Current Users		
User ID		
Password		
		🗆 Remember Me
Forgot <u>User ID</u>	Password?	Login

2. Enter your Compass Portal "User ID" in the designated field and press the "Reset" button.

Reset Password	
User Id	
	Reset

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 upperpartments ays:		×
Request was sent to your security administrator.		
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4. Your Company's Compass Portal Administrator receives an e-mail specifying your email 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).

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Delete       Respond       Quick Steps       G       Move       Tags       Editing       Zoom         From:       compass-TRAIN@utsystem.edu       Sent:       Mon 5/5/2014 5:10 PM         Cc:       Subject:       ULands new user request       Ver requested password change.         Regards,       UL Help Desk       Your e-mail address appears here.       Ver request here.							14 5:10 PM
compass-	TRAIN@utsystem.edu					2	2 ^

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.

Log Off Compass University Lands The University & Texas System Welcome! User Z, Company Z										
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User Details										
A	dd Edit									
	User Id	Roles	Title	Name	Email	Phone	Fax	Portal Access	Created At	Created By
þ. 1.	CompanyZ	Administrator	Υ Υ	User Z	sbeiggst@ogaoetu	r (402) 894-4484	V	Active	3/25/2014	timoee triggs

7. With the row highlighted, press the "Edit" button.

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	▶ 1 CompanyZ	Administrator		User Z	sbiggstpopportu	r (402) 994-4484		Active	3/25/2014	timose triggs

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

	User Details			
User Name	User Z			
User Id	CompanyZ			
Phone	000000.008			
Fax				
Email	singer@epertare.com			
Role	<ul> <li>UT1/2 Reporter</li> <li>UT3 Reporter</li> <li>Supervisor</li> <li>Security Manager</li> <li>Administrator</li> </ul>			
Active Reset Password				
	Save Cancel			

9. Confirm the Password Reset Request.

Are you sure you want to reset password?					
	Confirm	Cancel			

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.

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From: compa To: Simon Cc: Subject: ULan	Delete     Respond     Quick Steps     Move     Tags     Editing     Zoom       From:     compass-TRAIN@utsystem.edu     From:     Simone Briggs     Sent:     Mon 5/5/2014 5:26 PM       Cc:     Subject:     Ullands reset nassword     Sent:     Word Steps     Sent:     Mon 5/5/2014 5:26 PM						
A User ID has been assigned to vou for access to the Compass portal: [UserId]. To complete registration and create a password, please click here <u>Compass Password Setup</u> . If you have any issues or questions, contact Leslie Smith at <u>Ismith@utsystem.edu</u> or 432-686-4722. Regards, University Lands Click this link to reset your password							
compass-	[RAIN@utsystem.edu					2	2 ^

- 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.

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z	Create Passsword		
avigation	Password		
	Retype Password		
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13. Upon pressing "Save," if the new password meets the password credentials, you are redirected to the Compass Portal Landing page.

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Navigation	Enter UT1 and UT2	Enter UT3	Notifications     Account Balance (Jan 2014 Production Forward)
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	Training & Docur	nentation	Missing UT1 and UT2 Find     Unmatched Payment Find     Unmatched UT3 Find
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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.

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avigation	Company Information		
	Company Name Company Z	Company Number 00000011136	
	User Profile		
1. Enter your new passwo here	User ID Company/Z User Name User Z Email Sbriggs@opportune.c Phone Number [432) 664-4404 New Password	Title Fax Number Confirm New Password	2. Confirm your new password

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