

CIS Login Help

Industry standards for protecting online customers require encrypting customer passwords with hashing symbols (****). This encryption provides the utmost security for CIS accounts.

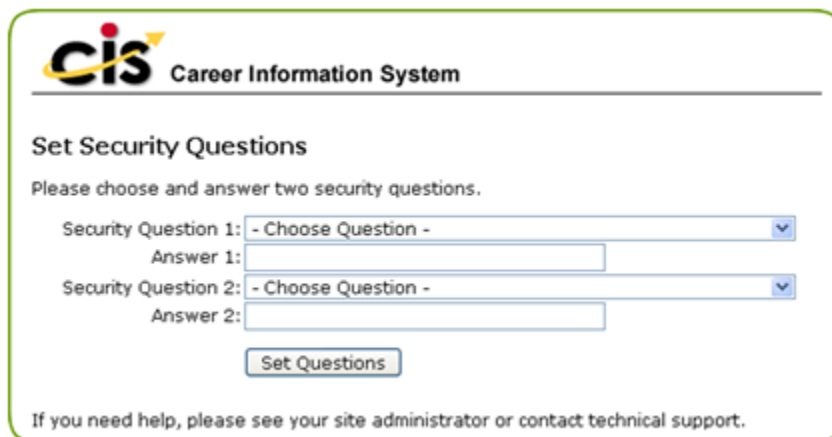
Starting Starting August 2013 all passwords for CIS accounts will be hashed including site administration and staff accounts.

New password protocol

- Passwords must be at least 8 characters and contain at least one uppercase letter, one lowercase letter, and one number.
- Password cannot be the same as the username.
- Two security questions are required. This allows customers to change passwords without needing access to e-mail.

***Existing CIS Accounts

- All existing accounts will be required to select and answer two security questions.



The screenshot shows the 'Set Security Questions' page of the CIS Career Information System. The page has a header with the CIS logo and the text 'Career Information System'. Below the header, the title 'Set Security Questions' is displayed, followed by the instruction 'Please choose and answer two security questions.' There are two sets of input fields. Each set consists of a dropdown menu for 'Security Question' (both currently set to '- Choose Question -') and a text input field for the 'Answer'. A 'Set Questions' button is located at the bottom of the form. At the very bottom of the page, there is a note: 'If you need help, please see your site administrator or contact technical support.'

If your user name and password are not working check the following things:

- **Have you entered your user name and password correctly?**
Make sure you are using the correct case (caps or no caps) and not leaving extra spaces at the ends or beginnings of the password. Also try typing your password into Notepad and then copying and pasting it into the password field in the browser.
- **User names are not case sensitive but passwords are.**
- **Has your password expired?**
If you are a student or client trying to access CIS, check with your CIS site coordinator. If you are the CIS site coordinator, contact CIS.
- **You may also need to clear your cache.**
- **Have you tried logging in more than three times and are now locked out?**
You will need to reset your password.

*****Forgotten user name**

Usernames can be retrieved two ways:

1. **User Retrieval**

If the user entered an e-mail address when creating the CIS Portfolio, the username can be e-mailed to them.



The screenshot shows a web form titled "CIS Career Information System Username Recovery". The form includes the CIS logo, a title, an explanatory paragraph, an input field for "E-mail Address", a "E-mail Username" button, and a footer note about seeking help from site administrators or technical support.

cis Career Information System

Username Recovery

If you entered your e-mail address when you created your account, you can have your username e-mailed to that address.

E-mail Address:

If you need help, please see your site administrator or contact technical support.

2. **Site Administrator Retrieval**

If a user is unable to remember their username and did not have an e-mail associated with the account, the Site Administrator can look up the username and provide it to them. The user can then try logging in with the correct username.

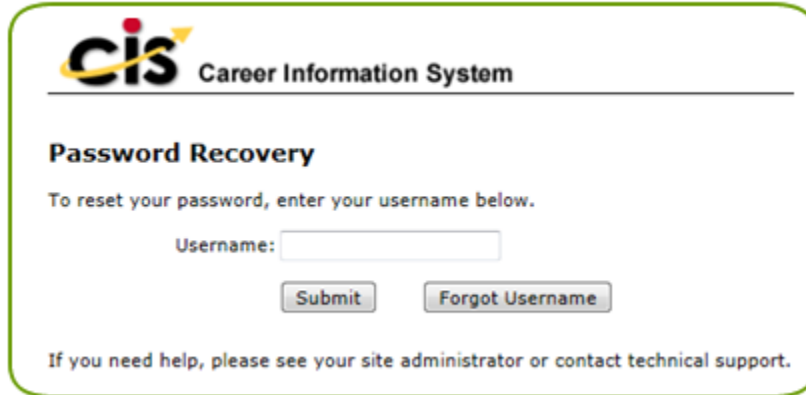
*****Forgotten password**

If the user forgets their password they will need to reset it.

User Portfolio passwords can be reset three ways:

1. User Reset via the Password Recovery page

1. If a user cannot remember their password, they can use the Password Recovery page to reset their password. This requires entering a current username.



The screenshot shows the 'Password Recovery' page of the Career Information System (CIS). At the top left is the CIS logo. Below it, the text reads 'Career Information System'. The main heading is 'Password Recovery'. Underneath, it says 'To reset your password, enter your username below.' There is a text input field labeled 'Username:'. Below the input field are two buttons: 'Submit' and 'Forgot Username'. At the bottom of the page, there is a note: 'If you need help, please see your site administrator or contact technical support.'

2. After successfully entering the existing username, the user will be prompted to provide answers to their security questions before being allowed to reset their password.



The screenshot shows the 'Security Questions' page. The heading is 'Security Questions'. There are two questions with corresponding text input fields: 'What was the last name of your third grade teacher?' and 'What is your oldest sibling's middle name?'. Below the second question is a 'Continue' button. At the bottom, there is a note: 'For help resetting your password, please see your site administrator or contact technical support [here](#).'

3. After successfully answering security questions the user is allowed to reset their password.



The screenshot shows the 'Reset Password' page of the Career Information System (CIS). At the top left is the CIS logo. Below it, the text reads 'Career Information System'. The main heading is 'Reset Password'. Underneath, it says 'Please enter a new password. Passwords must be at least 8 characters, and contain at least 1 uppercase and 1 lowercase letter, and 1 number.' There are two text input fields: 'Password:' and 'Re-type Password:'. Below the input fields is a 'Reset Password' button. At the bottom, there is a note: 'If you need help, please see your site administrator or contact technical support.'

Note: After three unsuccessful attempts to answer the security questions, the user will receive a message to contact technical support.

2. User Reset by Portfolio

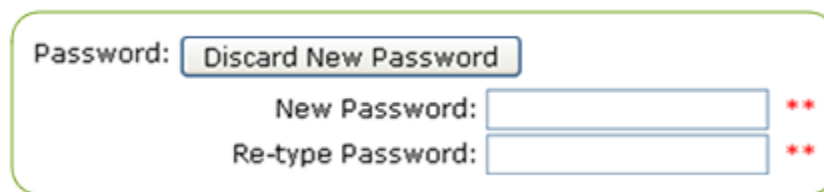
A user who would like to change their current password can do so within their CIS Portfolio by:

1. Logging into their CIS Portfolio
2. Accessing "My Personal Information" in the Portfolio
3. Clicking the "Enter New Password" button to display the password entry text fields



A screenshot of a web interface showing a label "Password:" followed by a button labeled "Enter New Password". The button is highlighted with a blue border and a shadow effect. The entire element is enclosed in a rounded rectangular box with a light green border.

4. Entering the new password, confirming the password by entering it a second time, and clicking the "Update" button (or keep the same password by clicking the "Discard New Password" button).



A screenshot of a web interface showing a password reset form. It includes a label "Password:" followed by a button labeled "Discard New Password". Below this are two text input fields: "New Password:" and "Re-type Password:", each followed by two red asterisks (**). The entire form is enclosed in a rounded rectangular box with a light green border.

3. Site Administrator Reset

Site Administrators do not have access to the passwords of users. However, they are able to set or reset the password of any user to a temporary password. A user may need their password reset if they are unable to remember their username or if they cannot answer their security questions.

The Site Administrator can enter a password or click the 'Generate Password' button to auto generate the new temporary password. The temporary password can be emailed to the user if they have an email address associated with their CIS Portfolio.

The site administrator should:

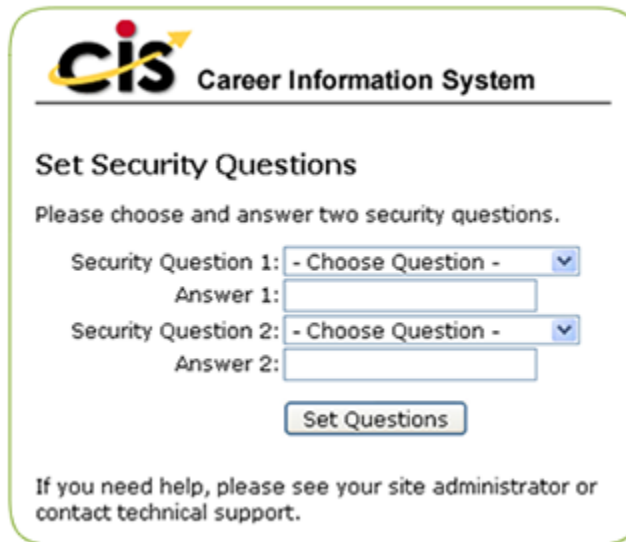
1. Keep the 'Reset security questions' checkbox checked to require the user to create new security questions and answers
2. Keep the Send password to XXX@XXX.XXX' checkbox checked to e-mail a temporary password to the user when the user has an e-mail address.

*****The User is unable to retrieve their password because they cannot answer their security questions:**

A current username and password must be entered in order for the security questions box to appear.

Users experiencing trouble obtaining this information should:

- Contact the Site Administrator where the account was created. The Site Administrator can provide the username and or create a temporary password that can be used to set a new permanent password.
- Once the user enters the correct username and temporary password, the system will require the user to:
 1. Login with the correct username and temporary password
 2. Select and answer two security questions
 3. Set a new and different permanent password



The screenshot shows the 'Set Security Questions' form. At the top is the 'cis Career Information System' logo. Below the title, it says 'Please choose and answer two security questions.' There are two rows of input fields: 'Security Question 1' with a dropdown menu, 'Answer 1' with a text box, 'Security Question 2' with a dropdown menu, and 'Answer 2' with a text box. A 'Set Questions' button is at the bottom. A note at the bottom says 'If you need help, please see your site administrator or contact technical support.'



The screenshot shows the 'Reset Password' form. At the top is the 'cis Career Information System' logo. Below the title, it says 'Please enter a new password. Passwords must be at least 8 characters, and contain at least 1 uppercase and 1 lowercase letter, and 1 number.' There are two rows of input fields: 'Password:' and 'Re-type Password:'. A 'Reset Password' button is at the bottom. A note at the bottom says 'If you need help, please see your site administrator or contact technical support.'