Quick Guide to Setting or Changing Your Password

Introduction

This document provides a quick guide explaining how to set or change your password in the One Network System.

At any time, you can change your password for your user account plus if you happen to forget your password, you can set it to a desired password. In addition, if your user account gets locked, you can set your password so you can then log in to the system again.

Note – this Quick Guide is for the NEO UI

Setting or Changing Your Password

1. Open a web browser window.

    Note: You should be using Google Chrome or Microsoft Chromium Edge. You can also use IE 11 but that browser will no longer be supported from the NEO 3.3 release and onwards.
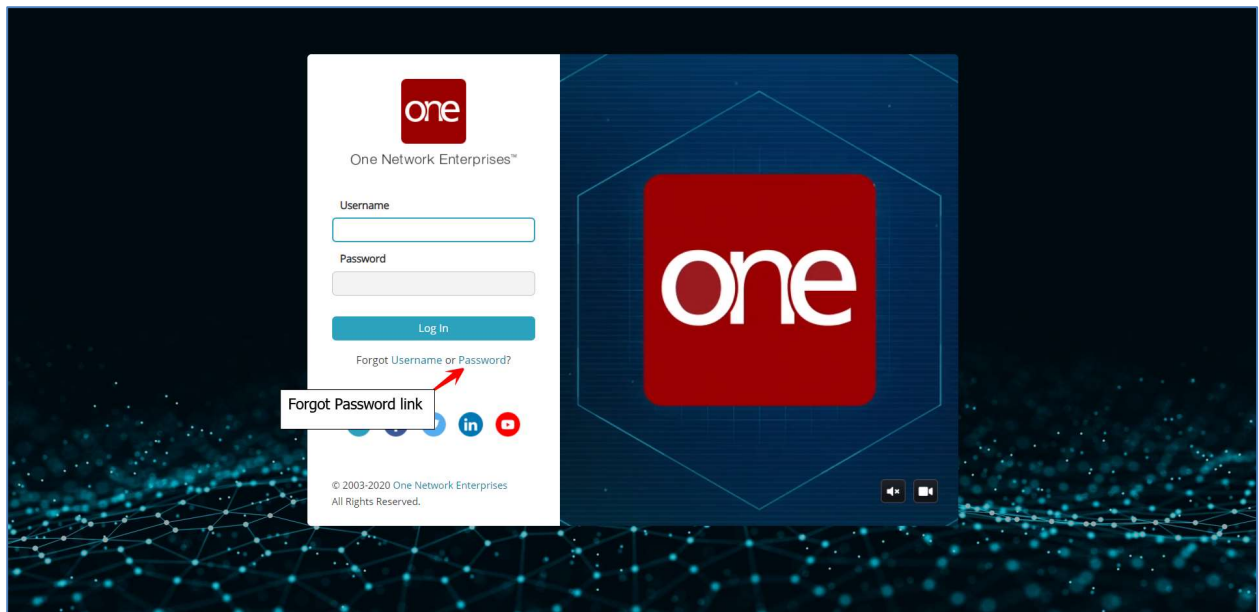

2. In the browser window, enter the following URL and press the **Enter** key on your keyboard:
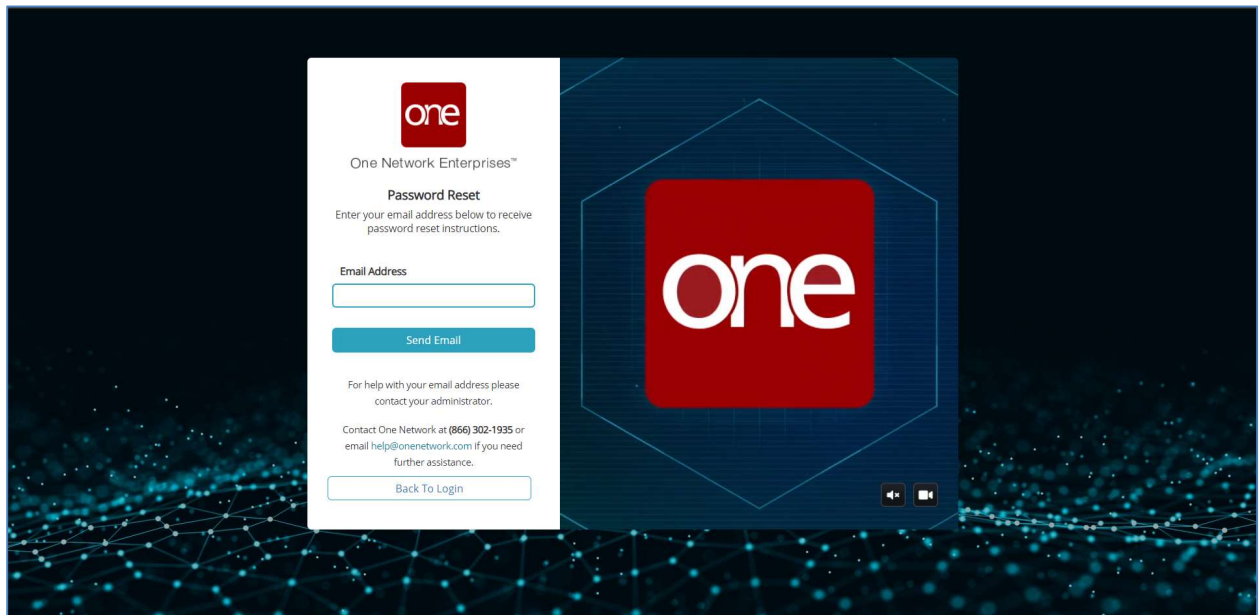
    https://logon.onenetwork.com

3. After entering this URL, you will be taken to the **Login** screen for the One Network System.
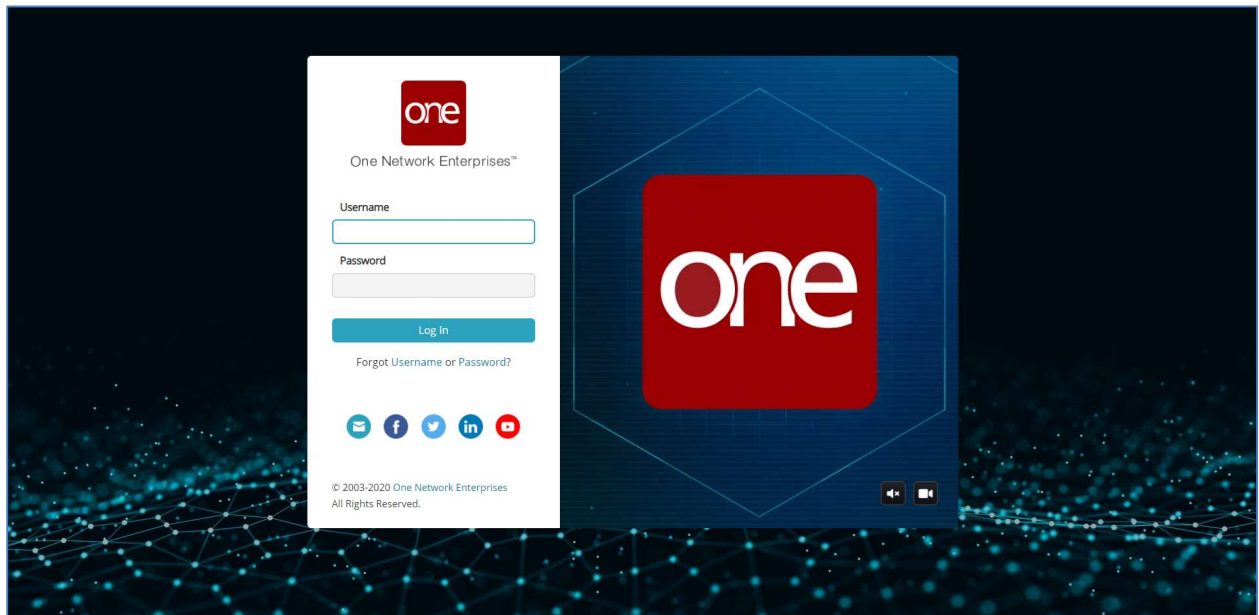
4. To set or change your password, select the **Password** link located under the **Log In** button.

5. The **Password Reset** screen displays.

6. Enter your email address associated with your One Network user account in the **Email Address** field and then click the **Send Email** button.

Note – if you receive an error message stating "No account exists for the provided email address", please confirm you entered your email address correctly. Contact an administrator user for your company if you are having issues with your email address or if you do not remember your email address and they can check for it in the system.

Note - if the email address you entered is associated with multiple user accounts, a **Username** field will display that you will also need to enter.
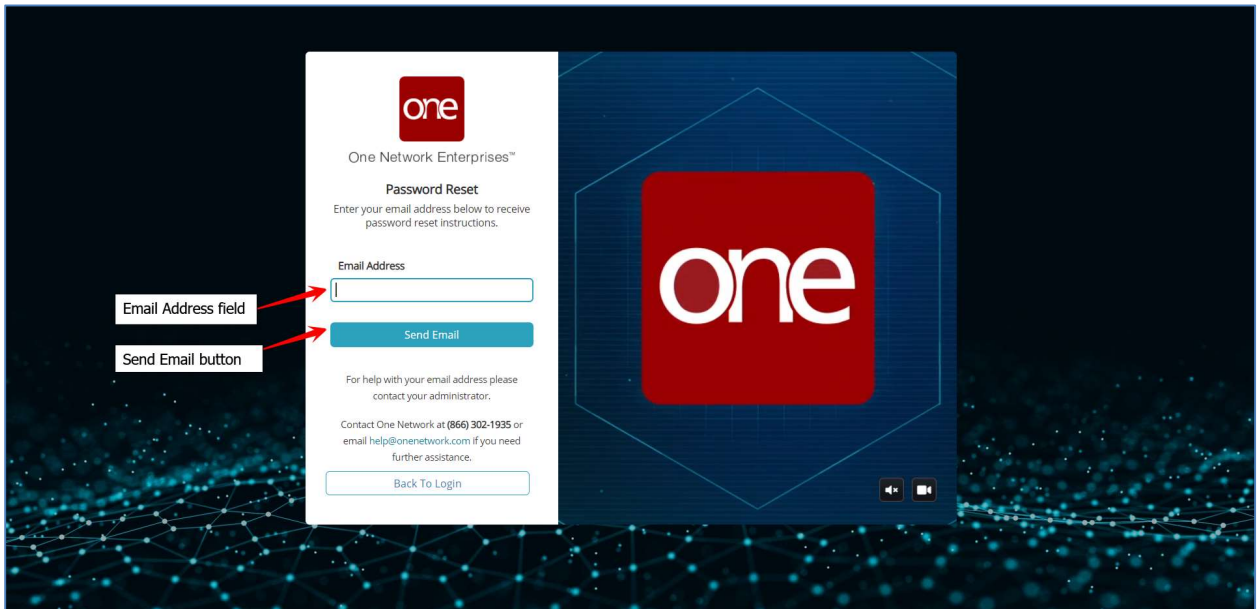
7. After entering your correct email address and clicking the **Send Email** button, you will see a message stating the request has been submitted.
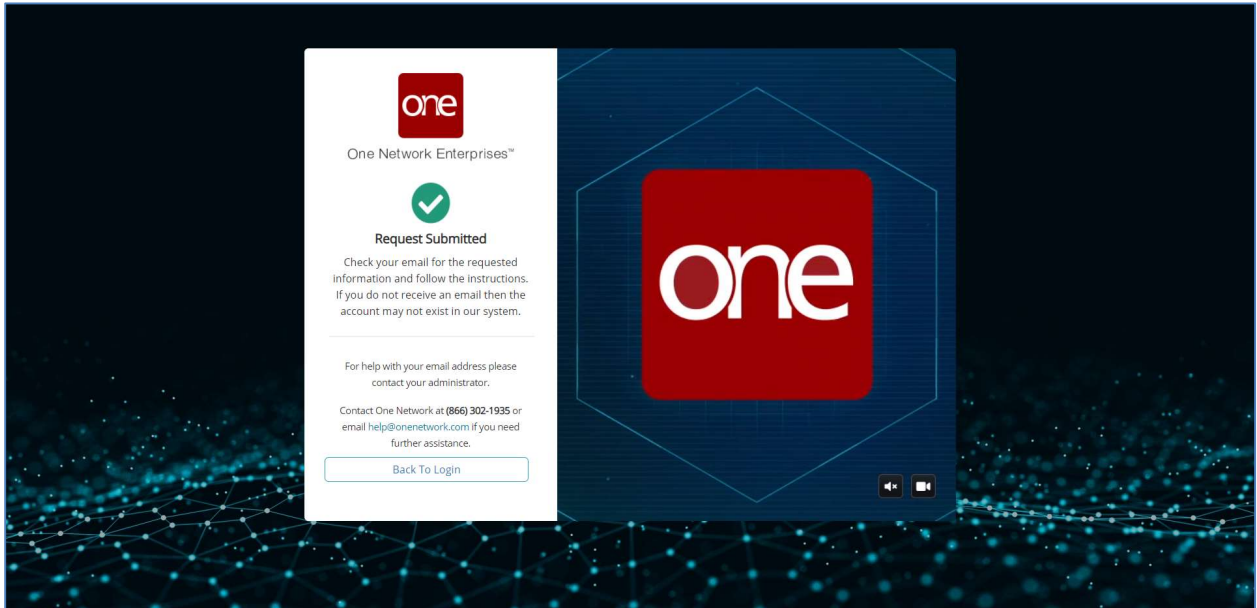
8. You should now receive an email to your email address that you entered.

   This email will contain a link that you would select to then set your new password.

   Note - this link expires after 24 hours and can only be used once. Once expired or used, you would need to request a new password again from the **Login** screen by selecting the **Forgot Password l**ink.

9. After selecting the link in the email, you will be taken to the **Change Password** screen for you to create a new password.

    In the **New Password** and **Confirm New Password** fields, enter your new desired password and then click the **Change Password** button.

    Note - Your new password must be between 8 and 15 characters long containing at least one each of the following: alpha (a-z, A-Z), numeric (0-9) and special (!, #, $, etc). Do not use spaces. An example of a password that meets these criteria would be: Johnathan#9.
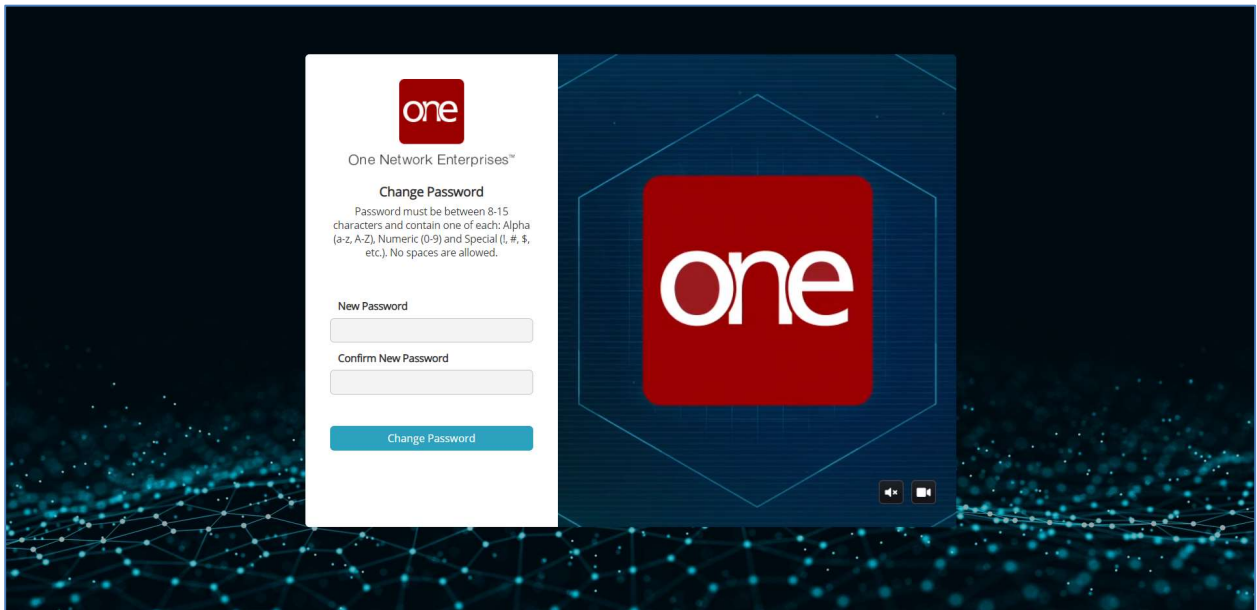
10. After clicking the **Change Password** button, you will be logged in to the system and taken to the main One Network screen.

    Note -   Once you want to login again, you must use the new password you have just created.