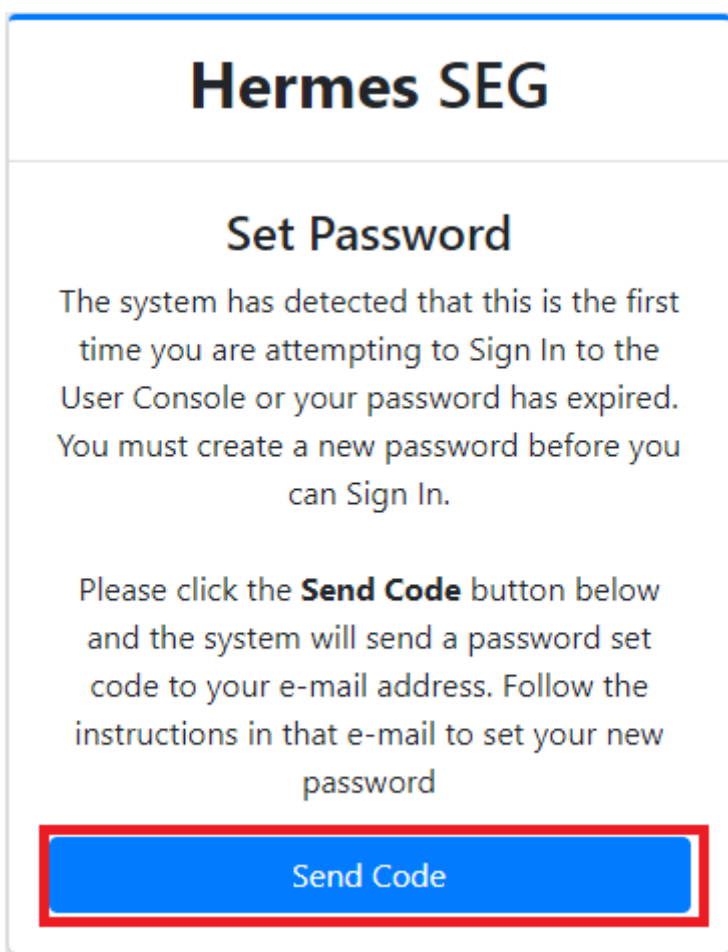


User Console Login

First Time User Console Login

- The first time you access the User Self-Service Portal, you will be prompted to **Set Password**. Click on the **Send Code** button (**Figure 1**).

Figure 1



- The system will send a **Set User Console Password** message to your e-mail address. Click on the **Reset Password** link in the e-mail (**Figure 2**):

Figure 2

*** Please do not reply to this e-mail. This mailbox is not monitored ***

Set User Console Password

Someone, presumably you, has requested to set a new User Console Password. If you did **NOT** initiate this request, you can safely ignore this message and no action will be taken.

If you did initiate this request, please click the link below to set a new password:

[Reset Password](#)


If you are unable to click on the link above, simply copy and paste the address below in a browser window:

[https://:*/.../user-auth/change_password.cfm?uid: \[redacted\]&token=VnUfl...](https://:*/.../user-auth/change_password.cfm?uid: [redacted]&token=VnUfl...)

*** Please note that the above link is only valid for 15 minutes ***

- In the **Set New Password** page, enter a new password (at least 8 characters), ideally leave the **Check against haveibeenpwned.com** drop-down set to **YES** and click the **Submit** button (**Figure 3**):

Figure 3

The screenshot shows a web form titled "Hermes SEG" with a sub-header "Set New Password". The instructions state: "Enter your new password and click the **Submit** button below. Click the  icon to show the password you've typed in order to verify accuracy." The form contains a "Password" field with the text "SuperSecretPassword" and an eye icon to its right. Below this is a "Check against haveibeenpwned.com" dropdown menu currently set to "YES (Recommended)". At the bottom of the form is a blue "Submit" button.


- After successfully setting the password, click on the **click here** link located on the top of the window to login (**Figure 4**) or alternatively use one of the links in a **Hermes Secure Email Gateway Daily Quarantine Report** or a **Hermes Secure Email Gateway Scheduled Quarantine Report**.

Figure 4


✓ Your password was set successfully. Please [click here](#) to login. ✕

Hermes SEG

Set New Password

Enter your new password and click the **Submit** button below. Click the  icon to show the password you've typed in order to verify accuracy.

Password



Check against haveibeenpwned.com

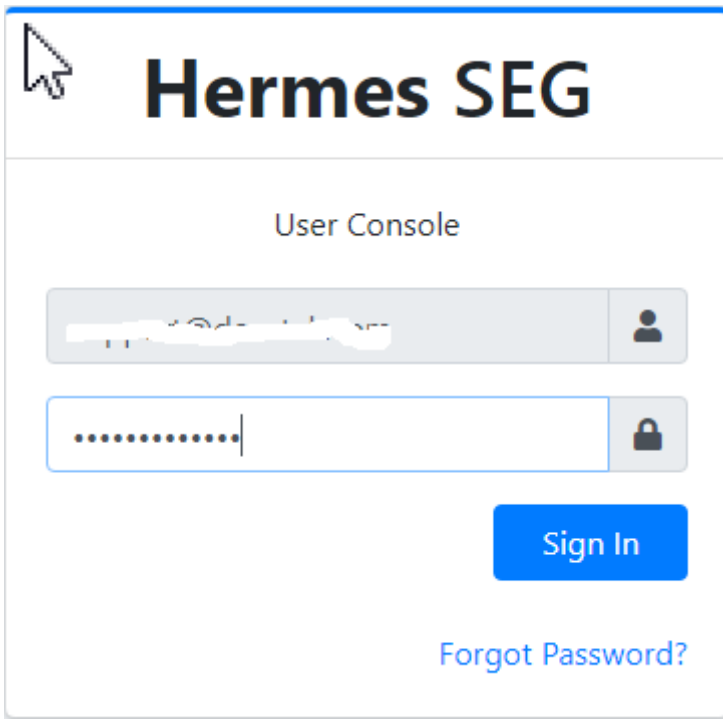
YES (Recommended) ▼

Submit

User Portal Login

1. Verify your email address appears in the **Email Address** field (this field cannot be modified).
2. Enter your password in the **Password** field.
3. Click on the **Sign In** button (**Figure 1**).

Figure 1



Forgot Password to the User Console

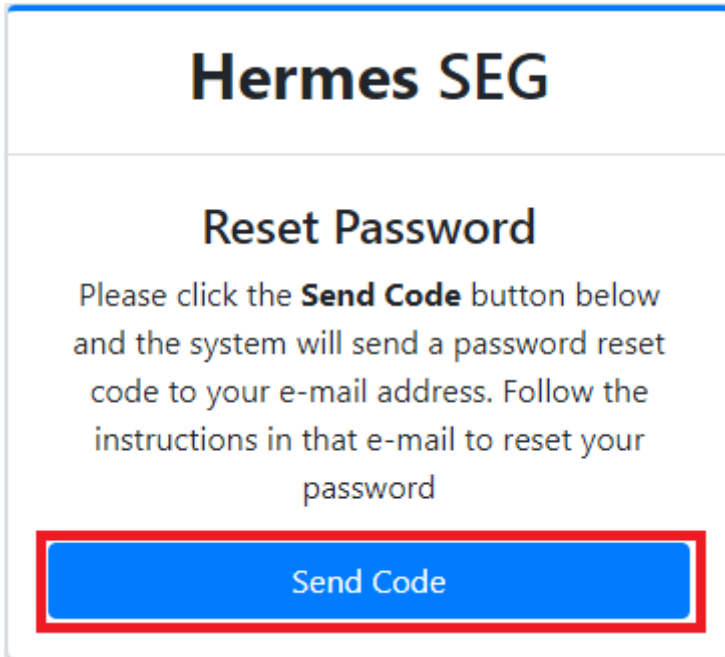
- Click on the **Forgot Password?** button on the bottom right of the User Console Login page (**Figure 4**).

Figure 1



- The system will re-direct you to the **Reset Password** page. Click on the **Send Code** button (**Figure 2**).

Figure 2



- The system will send a **Set User Console Password** message to your e-mail address. Click on the **Reset Password** link in the e-mail (**Figure 2**):

Figure 2

*** Please do not reply to this e-mail. This mailbox is not monitored ***

Set User Console Password

Someone, presumably you, has requested to set a new User Console Password. If you did **NOT** initiate this request, you can safely ignore this message and no action will be taken.

If you did initiate this request, please click the link below to set a new password:

[Reset Password](#)

If you are unable to click on the link above, simply copy and paste the address below in a browser window:

https://: //.../user-auth/change_password.cfm?uid: ...


*** Please note that the above link is only valid for 15 minutes ***

- In the **Set New Password** page, enter a new password (at least 8 characters), ideally leave the **Check against haveibeenpwned.com** drop-down set to **YES** and click the **Submit** button (**Figure 3**):

Figure 3

Hermes SEG

Set New Password

Enter your new password and click the **Submit** button below. Click the  icon to show the password you've typed in order to verify accuracy.

Password

Check against haveibeenpwned.com


- After successfully setting the password, click on the **click here** link located on the top of the window to login (**Figure 4**) or alternatively use one of the links in a **Hermes Secure Email Gateway Daily Quarantine Report** or a **Hermes Secure Email Gateway Scheduled Quarantine Report**.

Figure 4

✓ Your password was set successfully. Please [click here](#) to login. ✕

Hermes SEG

Set New Password

Enter your new password and click the **Submit** button below. Click the  icon to show the password you've typed in order to verify accuracy.

Password



Check against haveibeenpwned.com

▼

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