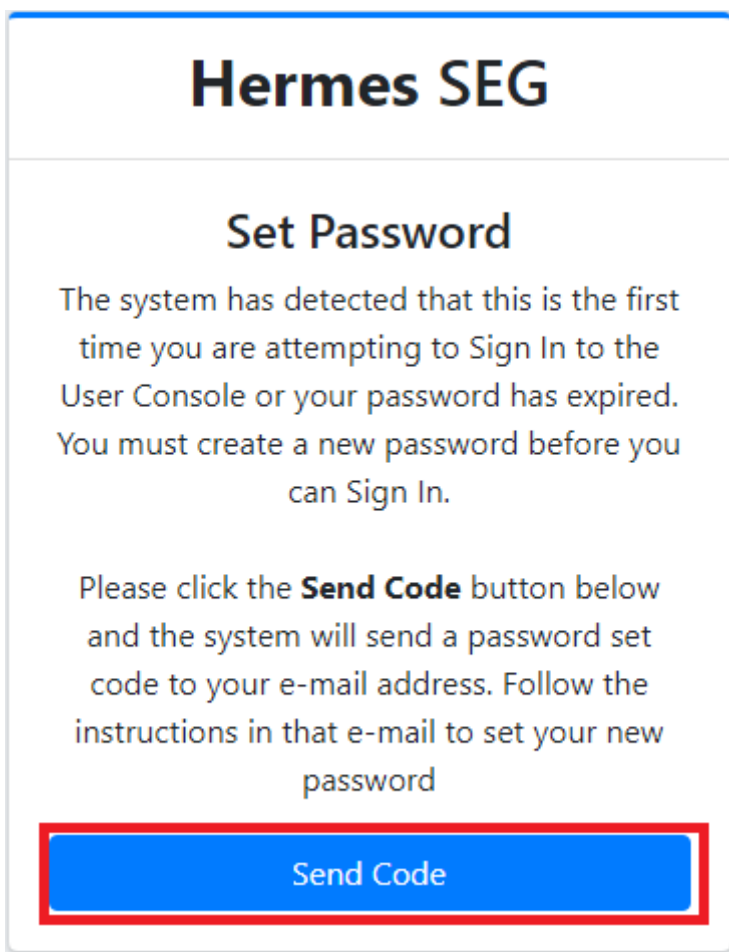


# User Console Login

## 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**



**Hermes SEG**

**Set Password**

The system has detected that this is the first time you are attempting to Sign In to the User Console or your password has expired. You must create a new password before you can Sign In.

Please click the **Send Code** button below and the system will send a password set code to your e-mail address. Follow the instructions in that e-mail to set your new password

**Send Code**

- 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:...&token=VnUfi...](https://.../user-auth/change_password.cfm?uid:...&token=VnUfi...)


\*\*\* 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**

YES (Recommended)



Submit


- 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)

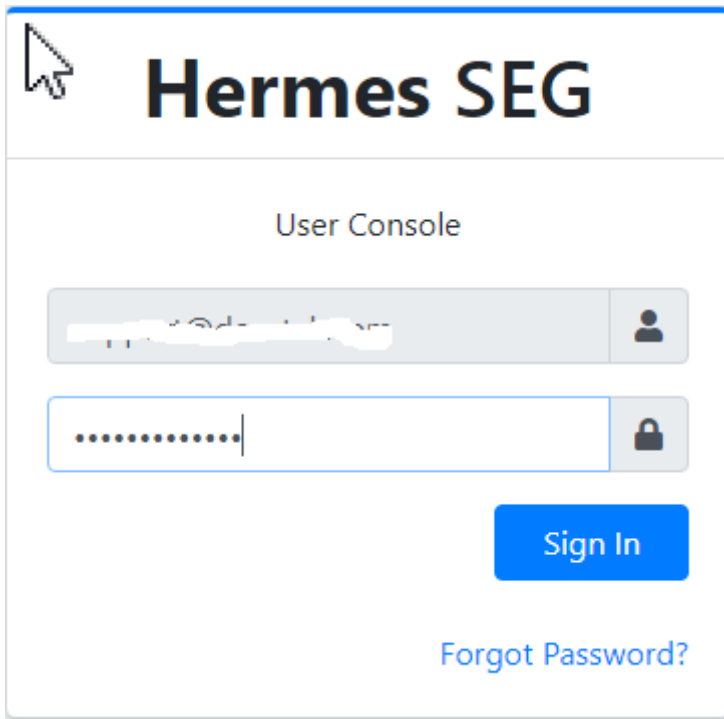
▼

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**

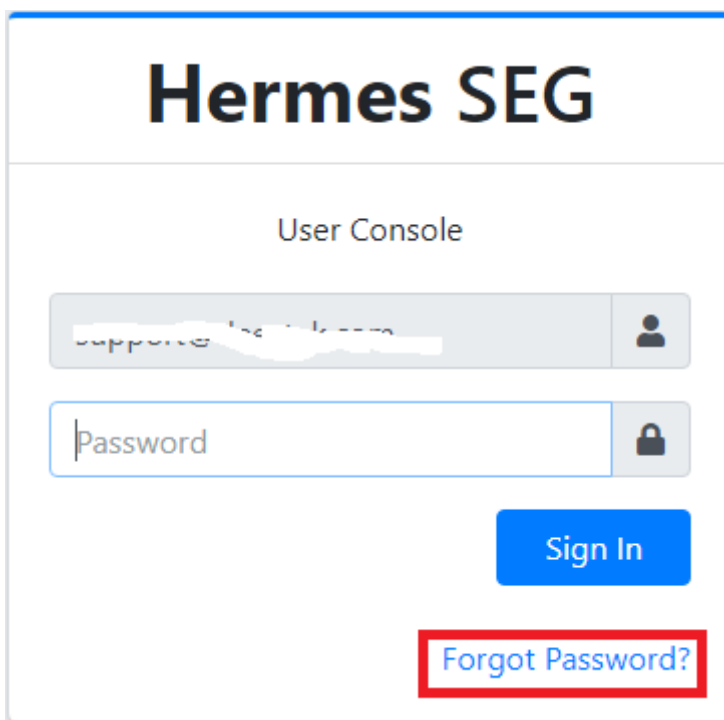


The image shows a login form for 'Hermes SEG'. At the top left is a mouse cursor icon. The title 'Hermes SEG' is in large, bold, black font. Below it, 'User Console' is written in a smaller font. There are two input fields: the first is for an email address (partially obscured by a white box) and the second is for a password (represented by dots). Both fields have a small icon to their right (a person for email, a lock for password). Below the password field is a blue 'Sign In' button. At the bottom right is a blue link that says 'Forgot Password?'.

## Forgot Password to the User Console

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

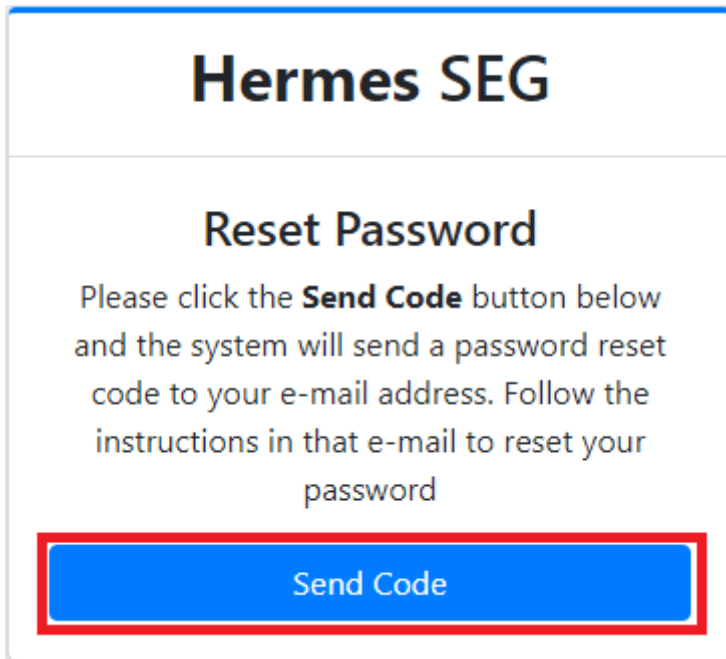
**Figure 1**



This image is identical to the one above, showing the 'Hermes SEG' login form. However, the 'Forgot Password?' link at the bottom right is now enclosed in a red rectangular box, highlighting it as the target for the next step in the process.

- 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**




- 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



Revision #6

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