User Console Login
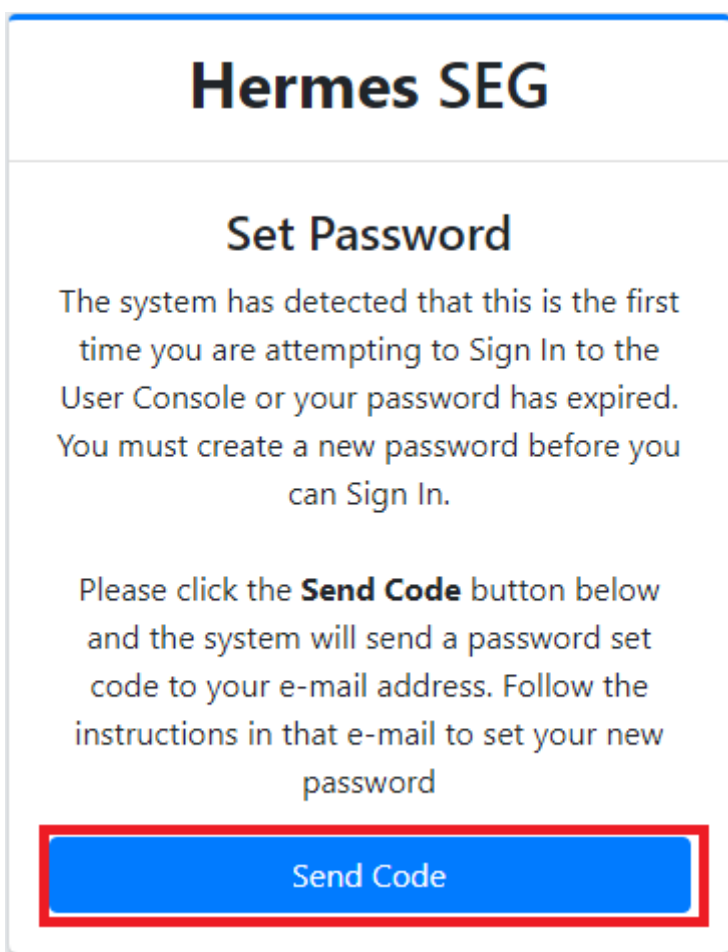
First Time User Console Login

- 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

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.

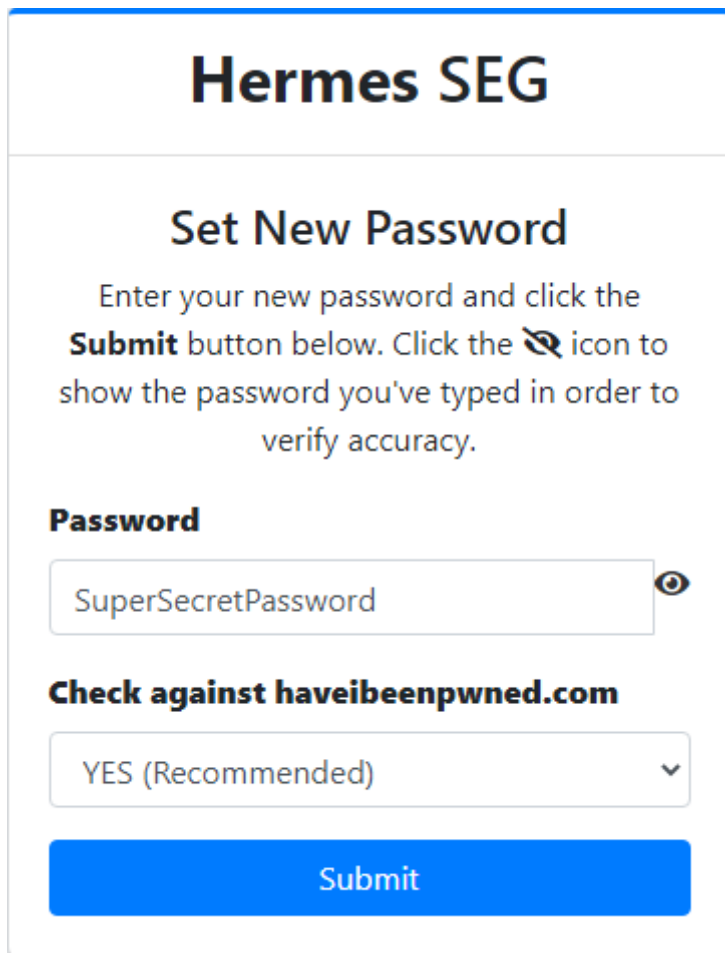If you did initiate this request, please click the link below to set a new password:

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:..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

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

SuperSecretPassword 👁

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**.
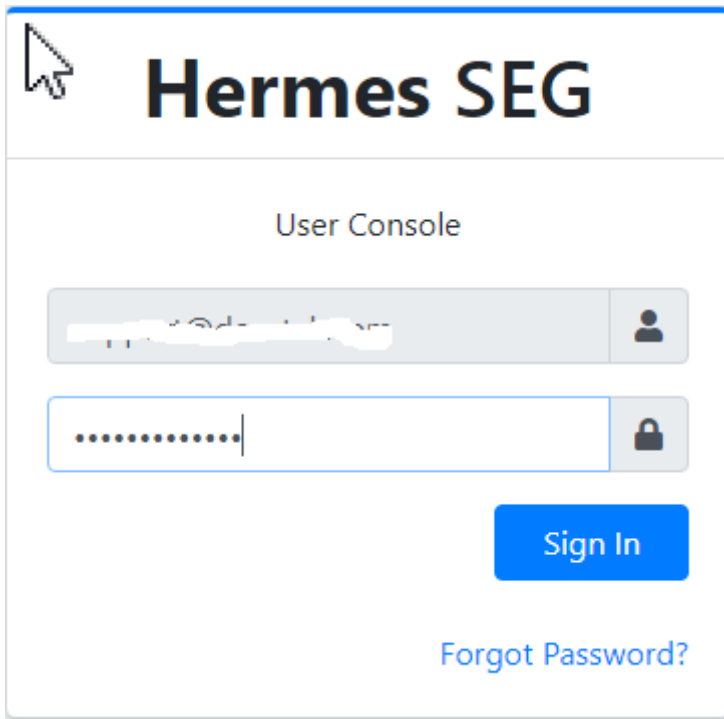
Figure 4

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
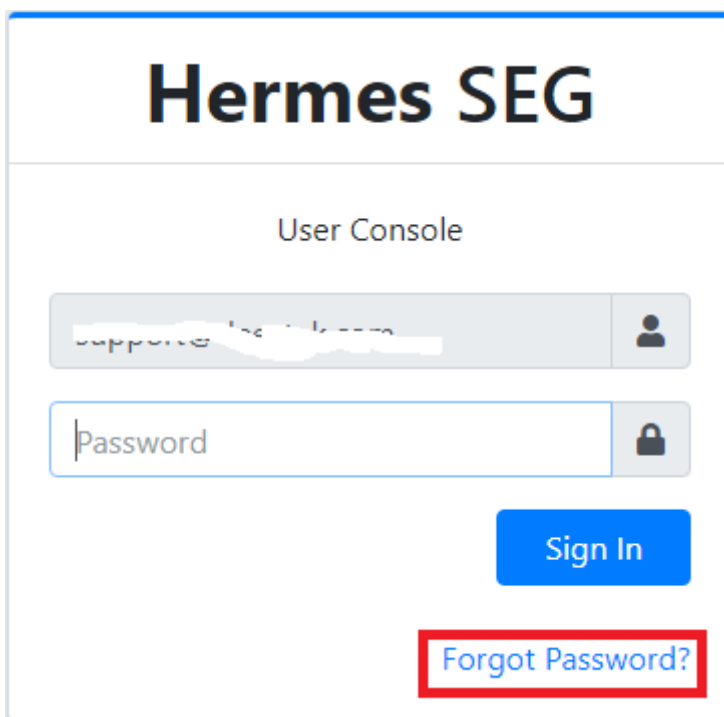
Forgot Password to the User Console

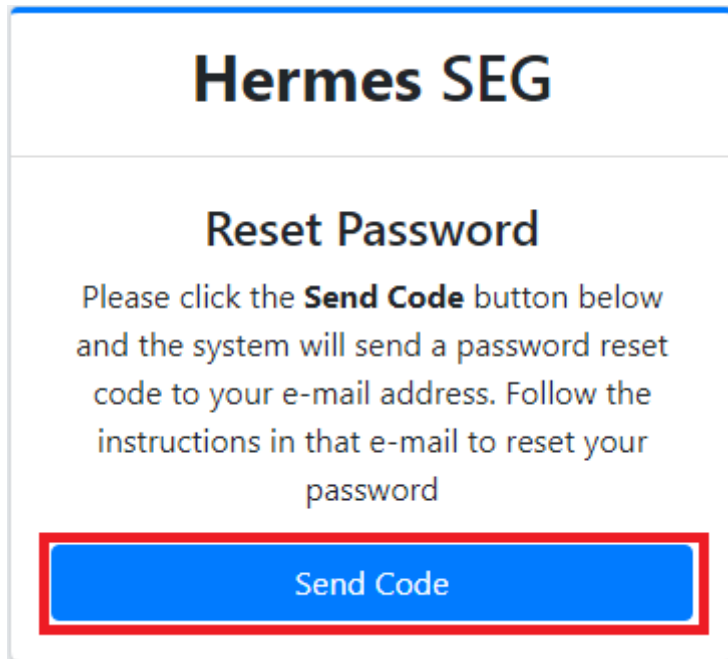- Click on the **Forgot Password?** button on the bottom right of the User Console Login page (**Figure 4**).

Figure 1

2. 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

- 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

Revision #6
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