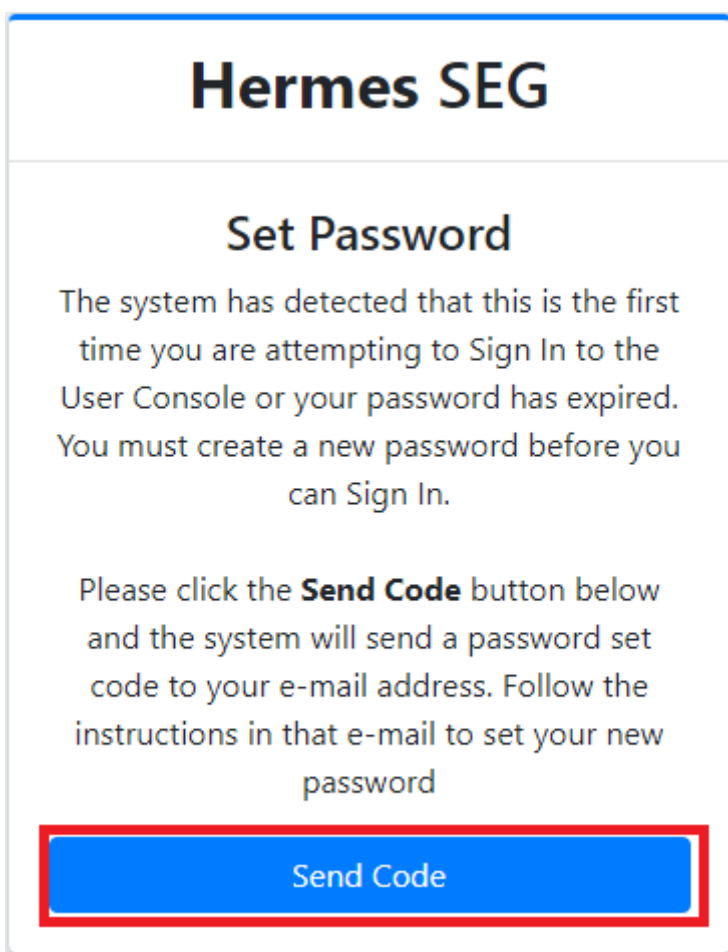


User Console Login

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:...


*** 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)

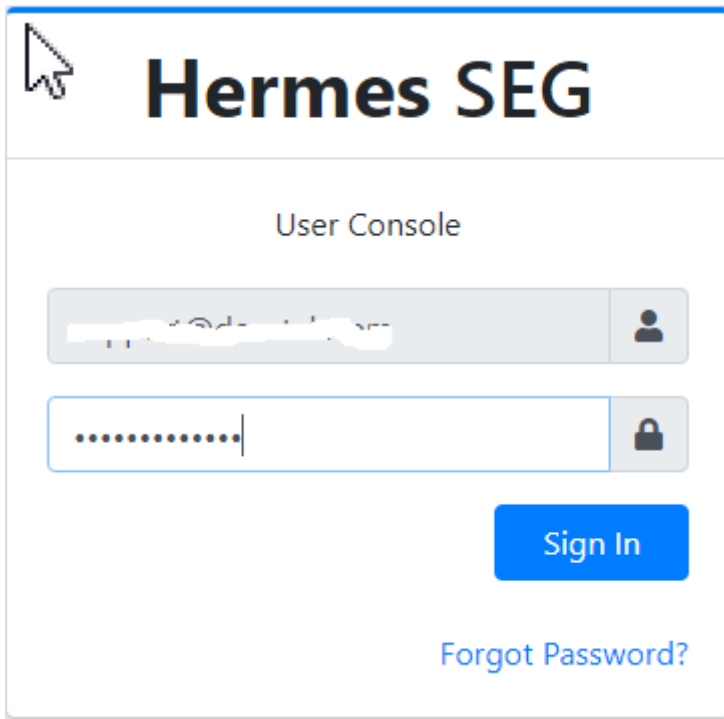
▼

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 a username, containing the text 'support@hermes-seg.com', and the second is for a password, represented by a series of dots. Both fields have a small user icon to their right. Below the password field is a blue 'Sign In' button. At the bottom right, there is a blue link that says 'Forgot Password?'.

Hermes SEG

User Console

support@hermes-seg.com

.....

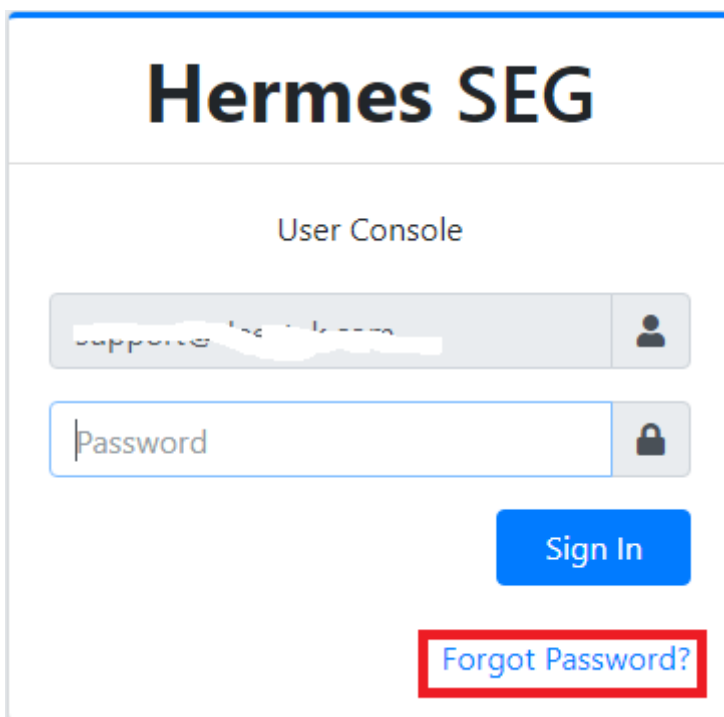
Sign In

[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. The 'Forgot Password?' link at the bottom right is highlighted with a red rectangular border to draw attention to it.

Hermes SEG

User Console

support@hermes-seg.com

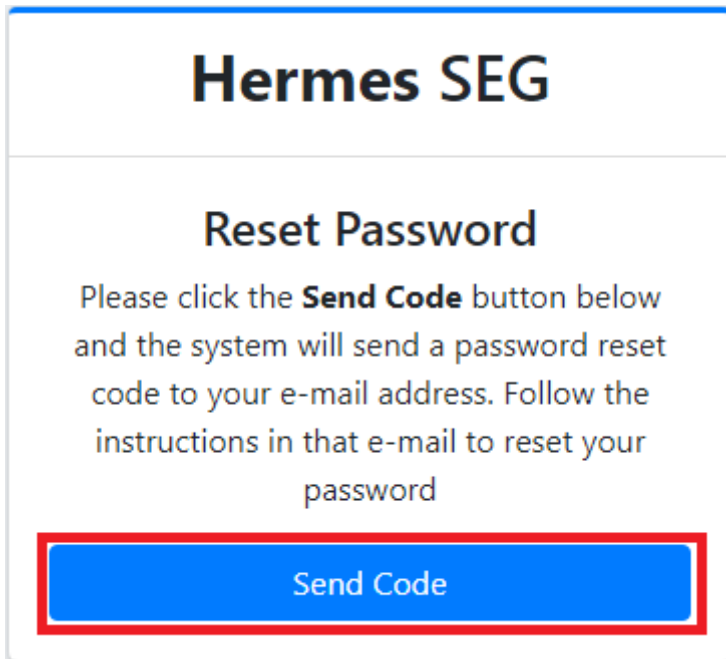
Password

Sign In

[Forgot Password?](#)

- 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



Submit

Revision #6

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