

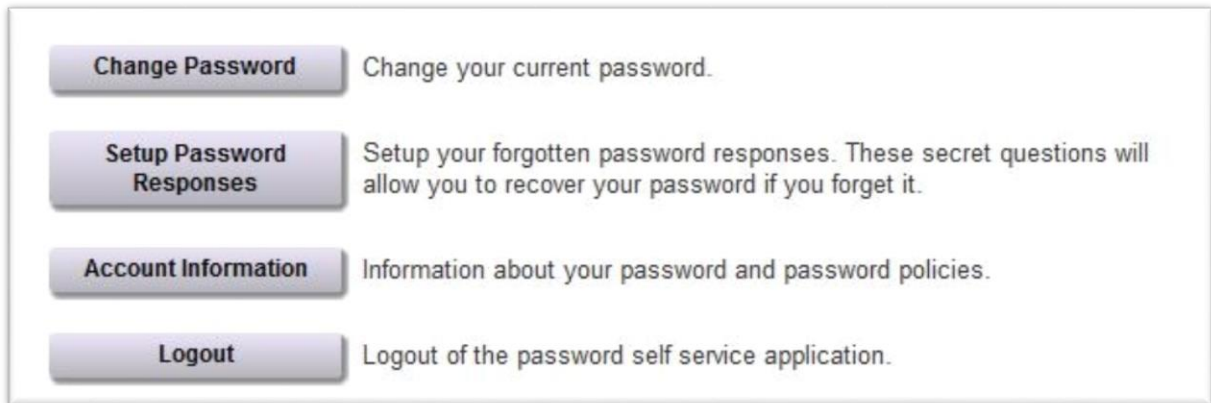
## How to reset my password in helpdesk.trigo-group.com website.

This document will guide you through the online password change procedure.

To access the [Password Self-Service portal](#), you need to use your SIQN based user name & password. The SIQN based user name looks like the following: firstname.lastname

Make sure your browser **NOT TO** remember the password.

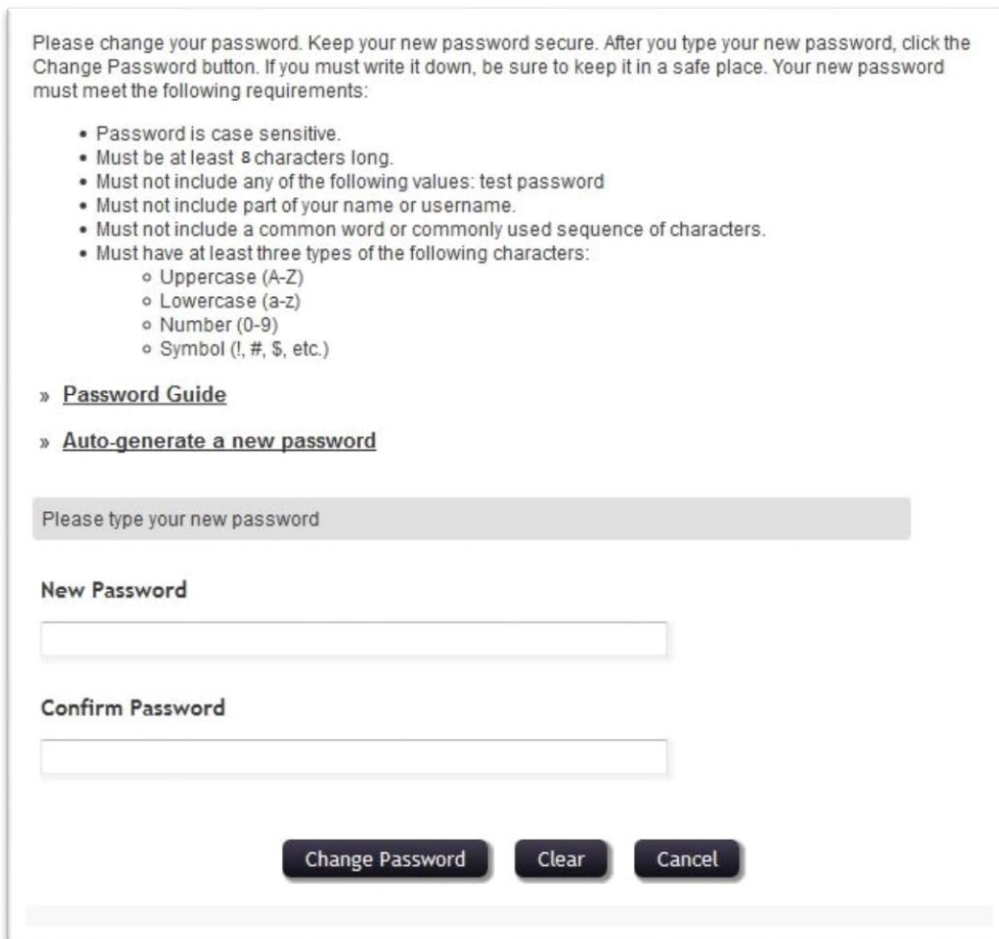
1. After logging in the following screen will appear.



The screenshot shows a menu with four options, each with a button and a description:

- Change Password**: Change your current password.
- Setup Password Responses**: Setup your forgotten password responses. These secret questions will allow you to recover your password if you forget it.
- Account Information**: Information about your password and password policies.
- Logout**: Logout of the password self service application.

2. Selecting **Change Password** will take you to the following page, where you can set your new password according to the specified rules.



Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must not include any of the following values: test password
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.
- Must have at least three types of the following characters:
  - Uppercase (A-Z)
  - Lowercase (a-z)
  - Number (0-9)
  - Symbol (!, #, \$, etc.)

» [Password Guide](#)

» [Auto-generate a new password](#)

Please type your new password

**New Password**

**Confirm Password**

**Change Password** **Clear** **Cancel**

3. As an extra safety measure, you can set security questions and answers, in case you forget your password. For example: „Where were you born?“ or „What is your favourite pet?“ Setting the answers for the selected questions can be done after logging in, and selecting the „**SETUP PASSWORD RESPONSES**“ option. Answering the questions correctly will let you set your new password.

In the event that you forget your password, you can recover your password by answering questions known only to you.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security responses

---Please select an item from the list---

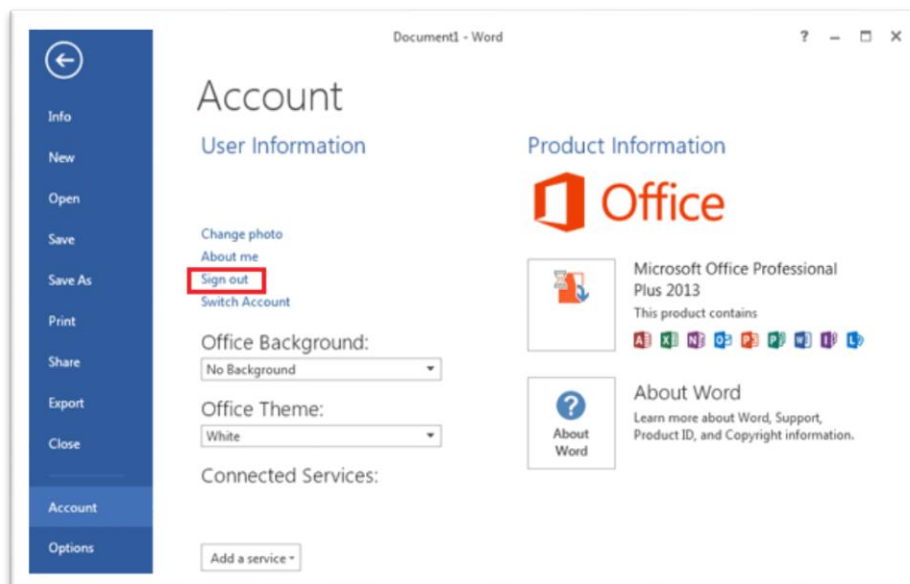
»

---Please select an item from the list---

»

Save Responses Clear Cancel

4. After changing the password, you should **check your other devices** (mobile phone, tablet etc.) to **follow up the password change**. Some devices use cloud synchronization, due to this, the prompt to change your password on said devices may take a few hours. Also you should check your **Microsoft Office account**, due to cloud synchronization the software account can be affected by the password change. signing out, then signing in with the new password should solve the problem.



**If you have any issues with the procedures above, feel free to contact your local IT department.**