

Customer Password Reset

Last Modified on 07/27/2022 9:28 am CDT

Purpose

As part of ConnectBooster's continued efforts to uphold the latest in cybersecurity standards, all users will be prompted to update their password.

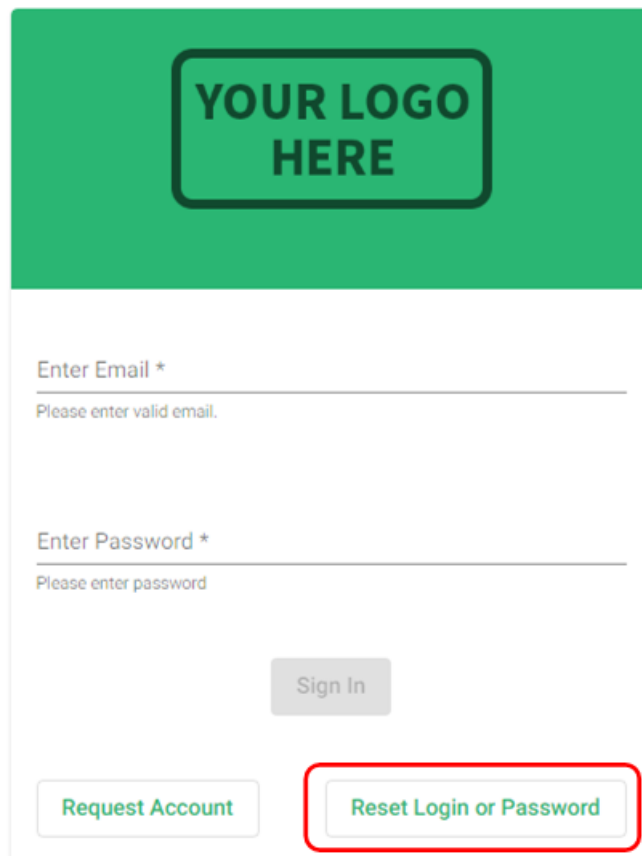
Reason

These required changes coincide with an architectural update to ConnectBooster. This update paves the way for exciting changes, such as a more convenient method of logging into the portal.

Next Steps

Below you will find the steps needed for anyone to reset their password:

1. Browse to the ConnectBooster portal via the existing web address
 - Please note the portal URL will not change
2. On the login page, select the 'Reset Login or Password' button



The screenshot shows a login form with a green header containing a placeholder for a logo. Below the header are two input fields: 'Enter Email *' and 'Enter Password *'. Below the password field is a 'Sign In' button. At the bottom of the form are two buttons: 'Request Account' and 'Reset Login or Password'. The 'Reset Login or Password' button is highlighted with a red rectangular border.

3. Follow the password reset process
 1. Select the 'Password' tab (selected by default)
 2. Enter the email address of the account
 3. Respond to the reCAPTCHA

4. Select the 'Reset Password' button

YOUR LOGO
HERE

Password Username

Enter Email *
test@test.com

Please enter valid email.

I'm not a robot

reCAPTCHA
Privacy - Terms

Reset Password

< Login

- The user will receive a password reset email detailing how to complete the process
- ConnectBooster has implemented enhanced password standards for new passwords (See image below):

Reset Password

Password

Password is **required**
Password must be at least 8 characters.
Password must have at least 1 lowercase character.
Password must have at least 1 uppercase character.
Password must have at least 1 number and 1 special character.

Confirm Password

Confirm Password must match Password.

Reset Password

4. The user can now login using their new password