



Password Management User Guide

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Password Management

This document outlines the processes and requirements for password management in Astute. This includes setting up new user passwords, managing existing passwords and resetting forgotten passwords.

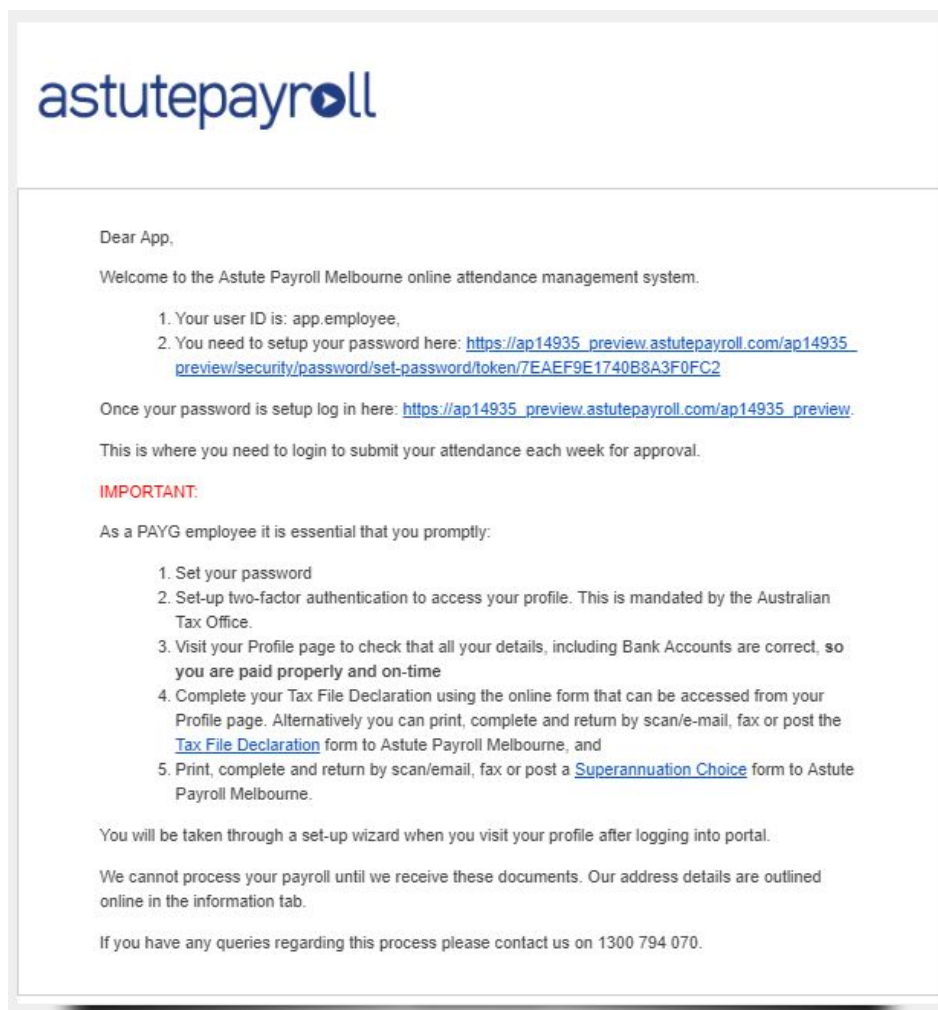
Setting a Password as a New User

When a new user has been added to the Astute portal, they will receive an email to their nominated email address that includes the URL of their portal as well as instructions on how to set up their password.

This password will need to be set up first in order to allow the user to log into and access their portal.

The layout of the email that a user receives will vary, depending on the user type, but will include:

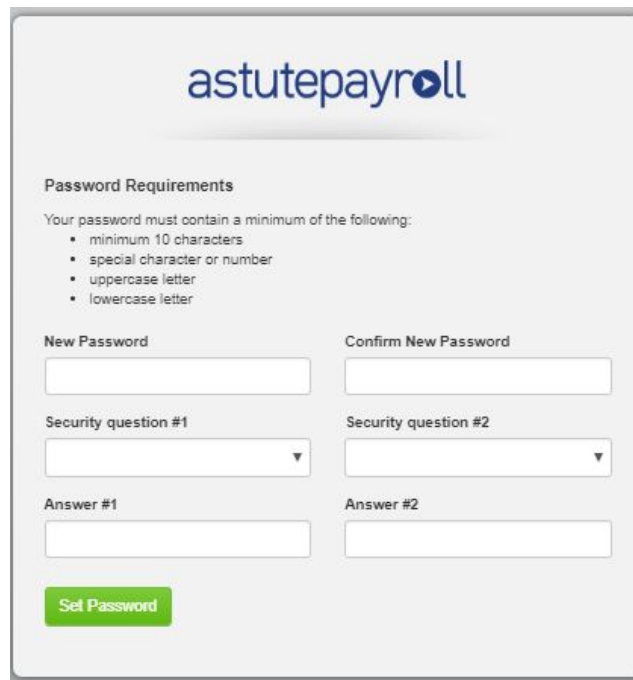
- a user ID (the Username which is entered during login)
- a link to set up a password
- a link to the portal URL.



Clicking on the first link will direct the user to set up their password in Astute.

To set a new user password:

1. Enter the New Password, ensuring that it meets the Password Requirements listed.
2. Re-enter the password in the Confirm New Password field.
3. Select two security questions from the drop down lists in the Security question #1 and Security question #2 fields.
4. Enter the relevant answer to each question in the Answer fields underneath. Please note that these answers are not case-sensitive.
5. Click Set Password.



The screenshot shows the 'astutepayroll' logo at the top. Below it, the section is titled 'Password Requirements'. A note states: 'Your password must contain a minimum of the following:' followed by a bulleted list: 'minimum 10 characters', 'special character or number', 'uppercase letter', and 'lowercase letter'. The form contains two columns of input fields. The first column has 'New Password' (text input), 'Security question #1' (dropdown menu), and 'Answer #1' (text input). The second column has 'Confirm New Password' (text input), 'Security question #2' (dropdown menu), and 'Answer #2' (text input). At the bottom left of the form is a green button labeled 'Set Password'.

Requirements for Setting a Password

When creating a new password in Astute, the password needs to be no less than 10 characters in length and must contain the following characters:

- At least one uppercase letter.
- At least one lower case letter.
- At least one digit (0-9) or special character (eg \$, !, %)

A password which does not meet the above criteria will be identified as invalid during setup, and cannot be saved.

The password will need to be re-entered, ensuring that all requirements are met before it will be accepted.

This screenshot shows the top portion of the password management form. At the top, a yellow error box contains three bullet points: 'Your password was entered incorrectly. Please re-enter your password.', 'Your new password does not meet the minimum password requirements. minimum 10 characters, special character or number, uppercase letter, lowercase letter', and 'Please enter the same password for the New Password and Confirm New Password.'. Below this is the 'astutepayroll' logo and the 'Password Requirements' section, which lists: 'Your password must contain a minimum of the following: minimum 10 characters, special character or number, uppercase letter, lowercase letter'. At the bottom, there are two input fields labeled 'New Password' and 'Confirm New Password'.

Users will need to ensure that all Security Question and Answer fields have been complete and that two different questions have been set. Incomplete fields or repeated questions will be flagged by the system.

This screenshot shows the full password management form. It includes the 'astutepayroll' logo and 'Password Requirements' section. Below are four input fields: 'New Password', 'Confirm New Password', 'Security question #1', and 'Security question #2'. The 'Security question #1' and 'Security question #2' dropdown menus both show 'What is your favourite colour?' with a downward arrow. Below 'Security question #1' is the error message 'Value is required and can't be empty'. Below 'Security question #2' is the error message 'Value is required and can't be empty' and 'You already have used this question'. Below each security question is an 'Answer' field: 'Answer #1' and 'Answer #2', both with the error message 'Value is required and can't be empty'. At the bottom left is a green 'Set Password' button.

Once the password has been set, the user will be directed to their portal login screen where they can enter their username (as per the new user email they received) and the password that they have set to log in.

For subsequent logins, a user will be able to access the login screen directly using the second URL in the new user email.

Updating an Existing Password

Administrators, Employees and Approvers are able to update their password from their portal when they are logged in. The process for updating the password will vary for each user type.

Requirements for Updating a Password

The requirements for an updated password are the same as for when a new password is [being set up](#).

Updating a Password as an Administrator

To update your own Administrator password:

1. Click Users > Staff/Admins > select your user name > Security Settings
2. Enter the Current Password and New Password, then re-enter the new password in the Confirm Password field.
3. Click Change Password.

Administrators will also be able to update their password security questions.

To update the security questions linked to your login, scroll to the Security Questions and Answers section then select the new questions, enter the relevant answers and click Save.

The screenshot displays the 'Security Settings' page in the Astute Payroll portal. The page is titled 'Security Settings' and features a left-hand navigation menu with options like 'SMS ADMIN', 'Personal Details', 'Security Settings', 'Employment', and 'Actions'. The main content area is divided into two sections. The first section, 'Password', contains a 'Change your password' link, a list of 'Password Requirements' (minimum 10 characters, special character or number, uppercase letter, lowercase letter), and three input fields for 'Current Password', 'New Password', and 'Confirm Password', with a green 'Change Password' button below. The second section, 'Security Questions and Answers', includes a 'Set new security questions and answers' link, a 'Current Password' input field, two dropdown menus for 'Security question #1' and 'Security question #2', and corresponding 'Answer #1' and 'Answer #2' input fields, with a green 'Save' button at the bottom.

Updating a Password as an Employee

Employees can update their password when they are logged in, by clicking on their Profile tab and following the steps below.

1. Click Security Settings from the left navigation bar.
2. Enter the Current Password and New Password into the relevant fields.
3. Re-enter the new password in the Confirm Password field.
4. Click Change Password to finalise.

From the Security Settings page, the employee can also reset their password security questions. In the Security Questions and Answers section, select the new questions and enter the relevant answers then click Save.

Dashboard Timesheets Expenses Profile News / Blog Contact Support

Security Settings

Incomplete profile. Please complete the missing information to ensure that your wages are paid properly and on-time.

SMS EMPLOYEE

- Personal Details
- Security Settings**
- Employment Details
- Bank Accounts
- Tax & Super
- Pay Advices
- YTD Balances
- Active Jobs
- Test

Password

Change your password

Password Requirements
Your password must contain a minimum of the following:

- minimum 10 characters
- special character or number
- uppercase letter
- lowercase letter

Current Password

New Password

Confirm Password

Change Password

Security Questions and Answers

Set new security questions and answers

Current Password

Security question #1

Answer #1

Security question #2

Answer #2

Save

Updating a Password as an Approver

An Approver can update their password from their Profile tab by following the steps below.

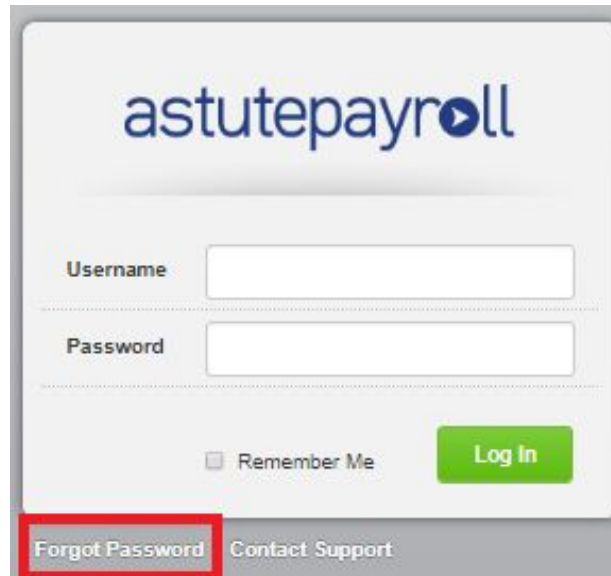
1. Click Password from the secondary navigation bar.
2. Enter the Current Password and New Password into the relevant fields.
3. Re-enter the new password in Confirm Password field.
4. Click Save to apply the new password.

From the Password page, an Approver can also reset their security questions. In the Security Questions and Answers section, select the new questions and enter the relevant answers then click Save.

The screenshot displays the user interface for updating a password and security questions. At the top, there is a navigation bar with tabs for Dashboard, Timesheets, Expenses, Reports, and Profile. The Profile tab is active, and the 'Password' sub-tab is selected. A green banner at the top of the page indicates 'Password has been saved'. The main content area is divided into two sections: 'Password' and 'Security Questions and Answers'. The 'Password' section includes a heading 'Change your password', 'Password Requirements' (minimum 10 characters, special character or number, uppercase letter, lowercase letter), and three input fields for 'Current Password', 'New Password', and 'Confirm Password'. A green 'Change Password' button is located below these fields. The 'Security Questions and Answers' section includes a heading 'Set new security questions and answers', a 'Current Password' input field, two dropdown menus for 'Security question #1' and 'Security question #2', and two corresponding 'Answer #1' and 'Answer #2' input fields. A green 'Save' button is located at the bottom of this section.

Recovering a Forgotten Password

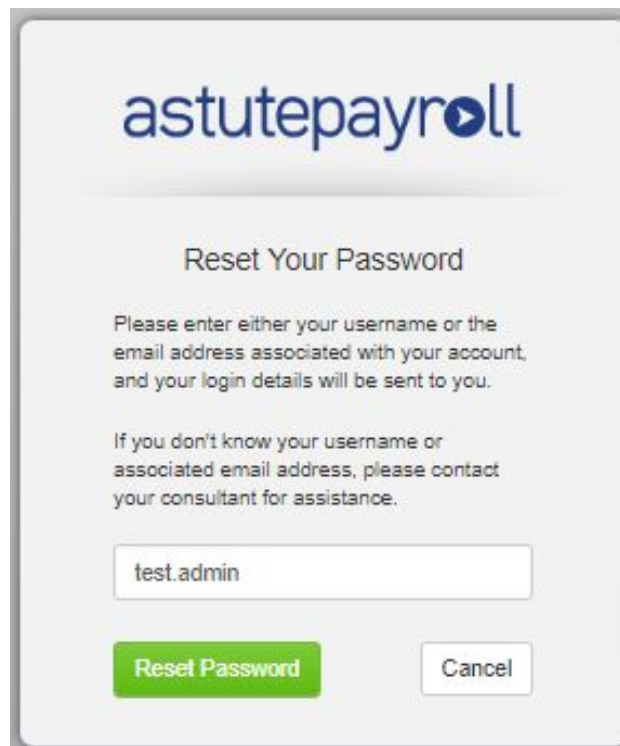
A forgotten password can be reset by clicking 'Forgot Password' from the login screen of a portal.



The screenshot shows the Astute Payroll login interface. At the top is the 'astutepayroll' logo. Below it are two input fields: 'Username' and 'Password'. A 'Remember Me' checkbox is located below the password field. A green 'Log In' button is positioned to the right of the 'Remember Me' checkbox. At the bottom of the login form, there are two links: 'Forgot Password' and 'Contact Support'. The 'Forgot Password' link is highlighted with a red rectangular box.

To reset the password, a user will need to provide either their username or the email address linked to their user profile, then select 'Reset Password'.

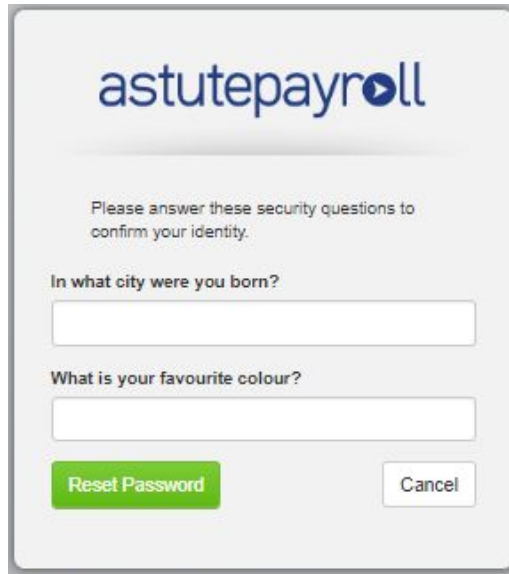
Users who don't know this information will need to contact an administrator for their portal or their recruiter.



The screenshot shows the 'Reset Your Password' form. At the top is the 'astutepayroll' logo. Below it is the heading 'Reset Your Password'. The text reads: 'Please enter either your username or the email address associated with your account, and your login details will be sent to you.' Below this is another line of text: 'If you don't know your username or associated email address, please contact your consultant for assistance.' There is an input field containing the text 'test.admin'. At the bottom of the form, there are two buttons: a green 'Reset Password' button and a white 'Cancel' button. The 'Reset Password' button is highlighted with a green rectangular box.

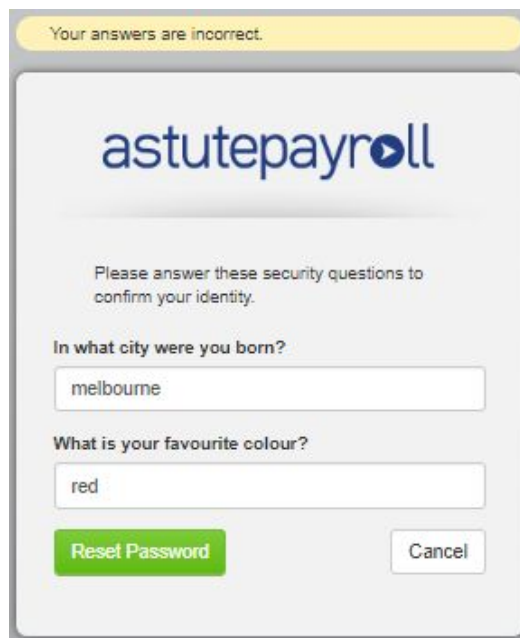
Once a valid username or email address is entered, the user will be presented with the security questions that were configured when they were initially setting their password.

Enter the answers for each question into the field below, then click Reset Password, or Cancel to return to the main login screen.



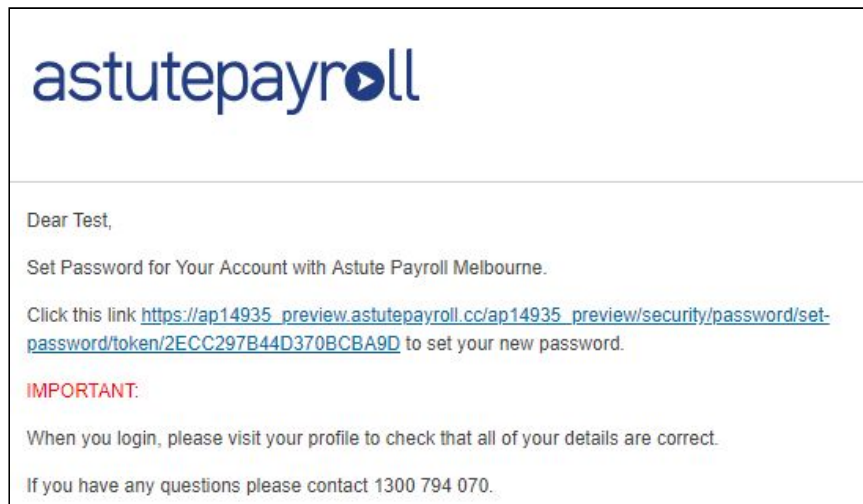
The screenshot shows a grey-bordered form with the 'astutepayroll' logo at the top. Below the logo, the text reads 'Please answer these security questions to confirm your identity.' There are two questions: 'In what city were you born?' with an empty text input field, and 'What is your favourite colour?' with another empty text input field. At the bottom, there are two buttons: a green 'Reset Password' button and a white 'Cancel' button.

The user will be notified with a banner if an incorrect answer has been entered for either of the security questions, as in the screenshot below.



This screenshot is identical to the previous one but includes a yellow banner at the top that says 'Your answers are incorrect.' The text input fields now contain the answers 'melbourne' and 'red' respectively. The 'Reset Password' and 'Cancel' buttons remain at the bottom.

Once the security questions have been answered correctly, the user will be advised that a reset password notification has been sent to their email.



Following the link in the notification, the user can set up their new password and security questions, then click Set Password to finalise these changes.

When the password and security questions have been reset, the user will be returned to their portal login screen.