




Retrieving a Password in Asgard

Follow the steps below to retrieve a password in the Asgard main application.

	<p>Scenario: <i>Tammy Gill, a staff member, forgot her password and cannot log into Asgard.</i></p>
<p>Step 1</p>	<p>Launch the Asgard main application from your desktop computer.</p>  A screenshot of the Asgard login application window. The window has a light grey background with the ASGARD logo at the top center. Below the logo, it says '©2007-2014 Katana Software, Inc. Version 2.0.0.459'. In the center, there is a login form with two text input fields: 'User Name:' and 'Password:'. Below the 'Password:' field is a checkbox labeled 'Remember Me'. At the bottom of the form are two buttons: 'OK' and 'Cancel'. At the very bottom of the window, there are two blue hyperlinks: 'Forgot My Password' on the left and 'Contact Us' on the right.

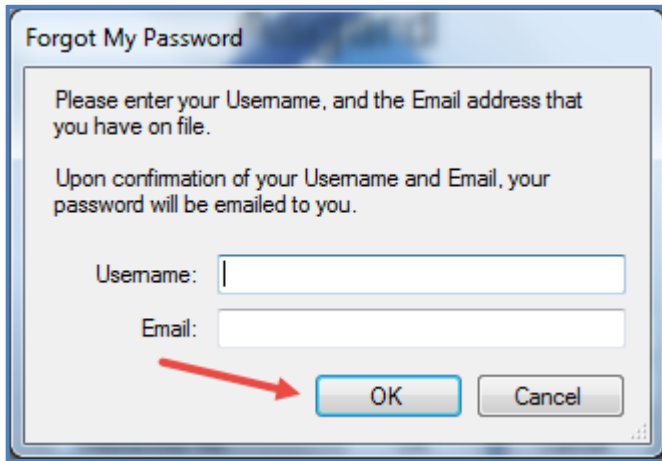
Step 2

Click the Forgot My Password button at the lower left hand corner of the window.



Step 3

Fill in the Username and Email fields. Click OK.



Your password will be sent to the email address on file.

Reminder!

Reminder: If your email address is not on file, please click Contact Us on the log in screen.



The image shows the ASGARD login interface. At the top, the word "ASGARD" is displayed in a bold, black, sans-serif font. Below it, the copyright information "©2007-2014 Katana Software, Inc." and the version number "Version 2.0.0.459" are shown. The login form consists of two input fields: "User Name:" and "Password:". Below the password field is a checkbox labeled "Remember Me". To the right of the checkbox are two buttons: "OK" and "Cancel". At the bottom left of the form is a blue hyperlink "Forgot My Password", and at the bottom right is a blue hyperlink "Contact Us". A red arrow points to the "Contact Us" link.

Answer the questions below to request a password reset.

Note: The red balloons to the right indicate that these fields are required before continuing.

Contact Us

How can we get back to you?

Your Name: !

Your Email Address: !

Your Phone Number: !

Your Organization: !

Your Site: !

Problem Category: User/Directory

Common Problem:

Please provide specific information: !

When did the problem occur? !

The problem occurred from 3/ 4/2015 11:49 AM to 3/ 4/2015 11:49 AM

The problem is ongoing

The problem occurred once on or around 3/ 4/2015 11:49 AM

The problem has occurred several times but I don't recall the exact dates

OK Cancel