Audatex *Estimating*™

Audatex *Claims Manager*™

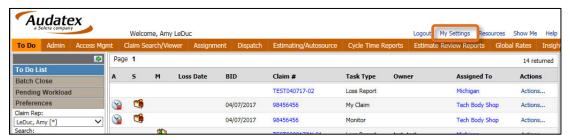
How to Reset a Password for Audatex Estimating or **Claims Manager Platform**

IMPORTANT: An active internet connection is required to reset a password.

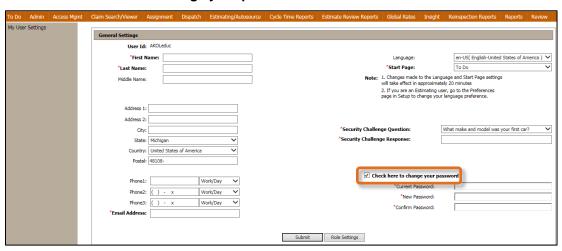
Password Change from My Settings

Follow these steps when the current password is known, but needs to be changed.

- 1. Log in to Audatex Estimating or Claims Manager.
- 2. Click the My Settings link.



3. Select the Check here to change your password check box.



- 4. Type the Current Password.
- 5. Type a **New Password**.

Note: The password must be at least six characters long and cannot be the same as one used for the nine previous passwords.

- 6. Type the new password in the **Confirm Password** field.
- 7. Click the **Submit** button.
- 8. Click the **OK** button on the confirmation window.
- Click the Email Address field.

Note: In order to use the Forgot Password link it is necessary to have a valid email address.

10. Type a valid email address.



- 11. Click the Security Challenge Question drop-down list.
- 12. Select a security challenge question.
- 13. Click the **Security Challenge Response** field.

Note: In order to use the Forgot Password link it is necessary to have a challenge question set up.

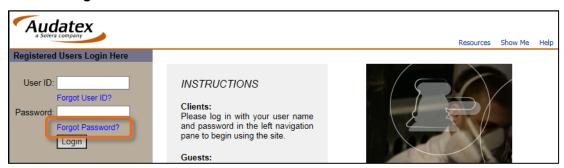
- 14. Type the response to the security challenge question.
- 15. Click the **Logout** link.
- 16. Login with the new password.

Use Forgot Password

Follow these steps when the current password is not known or has been forgotten.

Important Note: In order to use the Forgot Password link, the user must have set up a Challenge Question / Answer and/or valid Email address in the My Settings page in Audatex Estimating / Claims Manager.

1. Click the Forgot Password? link.



- 2. Type the **User ID** for the password reset.
- 3. Click the Submit button.
- 4. Type the email address that is registered to the User ID.
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Type the answer to your challenge question.

Note: Do not enter both the email address and the challenge question response. Only enter one or the other to reset the password.

- 5. Click the **Submit** button.
- 6. Type a **New Password**.
- 7. **Note**: The password must be at least six characters long and cannot be the same as one used for the nine previous passwords.
- 8. Type the new password in the **Confirm Password** field.
- 9. Click the **Submit** button.
- 10. Click Continue.
- 11. Verify or make corrections to the following information when taken to the **My Settings** page:
 - Email Address
 - Security Challenge Question
 - Security Challenge Response
- 12. Click the **Submit** button.

Note: When no changes are required, the **Submit** button is inactive. Click the **Work List** link the left side navigation to continue.

