

talentsource re-write – Re-setting and Changing your Password

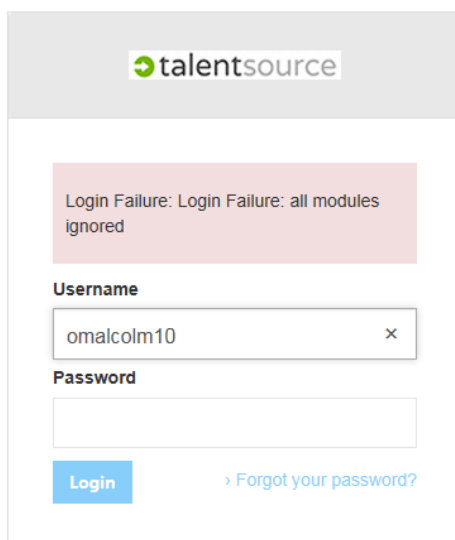
Introduction:

The new system introduces the 'Forgotten Password' functionality, accessible from the log-in page. Users will be able to:

- ▶ Re-set your password and unlock your account (if necessary)
- ▶ Find out your username for the application

In order for this to work, the Resource Solutions team will have entered an email address into the system for you. Please check with them, if you're having issues with the functionality.

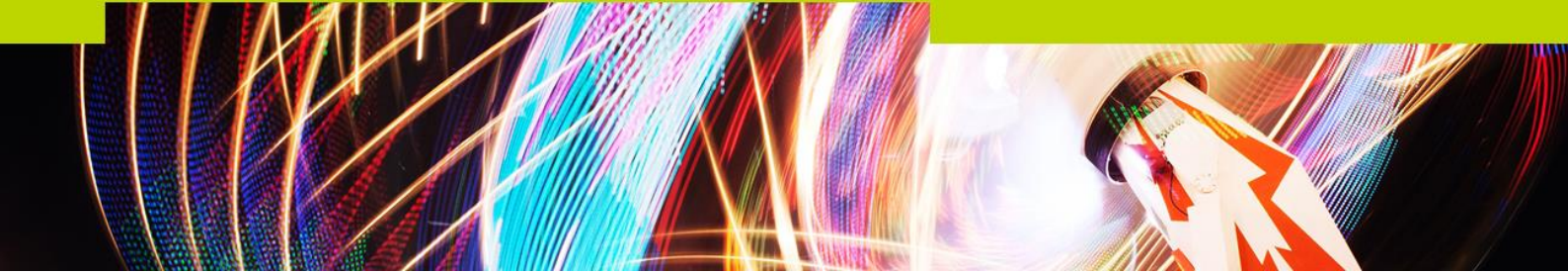
If you try and login and receive the below error, this means you are locked out of the system. This could be due to the incorrect password being used, or that you haven't logged into the system for a while.



The screenshot shows the talentsource login interface. At the top, the 'talentsource' logo is displayed. Below it, a red error message box reads: 'Login Failure: Login Failure: all modules ignored'. Underneath the error, there are two input fields: 'Username' with the value 'omalcolm10' and a clear button (x), and 'Password' which is currently empty. At the bottom left is a blue 'Login' button, and at the bottom right is a blue link that says '> Forgot your password?'.

How do I Change my Password?

1. Click on 'Forgot your password', found on the login page.
2. Click on 'Forgot Password'



The screenshot shows the top portion of the Talentsource login page. At the top, the Talentsource logo is displayed. Below the logo, there are two links: "Forgot Password" and "Forgot Username".

3. Enter Username and click 'Reset'.

The screenshot shows the Talentsource login page with the "Forgot Username" link selected. The "Username" field is now active and contains the text "omalcolm10". Below the field is a blue "Reset" button.

4. A confirmation message will show and an email sent to your email address (Please note, this is the email address the Resource Solutions On-site team will have set up for you, so may be either your work or your personal email).

The screenshot shows the Talentsource login page after clicking "Reset". A green confirmation message is displayed: "An Email has been sent with a link to change your password." Below the message, the "Username" field still contains "omalcolm10" and the "Reset" button is visible.

- You will receive an email from talentsource, with the Subject Password Reset'. The email will contain a link in to reset your password:

Hi Oliver Malcolm10,

You recently requested to reset your password for your TalentSource account. Click the button below to reset it.

[Reset your password](#)

If you did not request a password reset, please contact the TalentSource helpdesk on talentsource@resourcesolutions.com to log this issue.

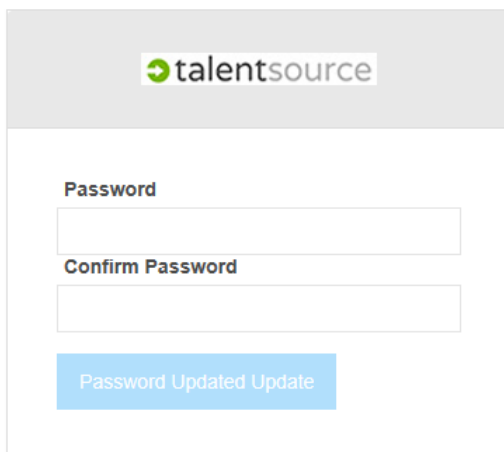
Thanks,
Talentsource Team

If you're having trouble clicking the password reset button, copy and paste the URL below into your web browser.

<https://client100.talentsource.rs/public/updatePassword/c6173aa9-cf14-44ac-80f8-39985a2b6d85>

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- Click on 'Reset your password'. Enter your new 'Password' and 'Confirm Password'
- You should get a message that the password is updated and then re-directed to the 'log in screen'



The screenshot shows a web interface for resetting a password. At the top, there is a grey header with the 'talentsource' logo. Below the header, there are two text input fields: the first is labeled 'Password' and the second is labeled 'Confirm Password'. Below these fields is a blue button with the text 'Password Updated Update'.

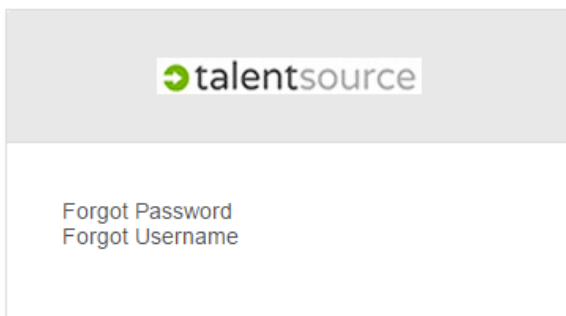
- Log in as normal with your new details.

How do I find out what my Username is?

Once you have been set up in **talentsource** by Resource Solutions, you will be given a username. If you forget this, you will be able to use the 'Forgotten Username' functionality.

9. Click on 'Forgot your password', found on the login page.

10. Click on 'Forgot Username'

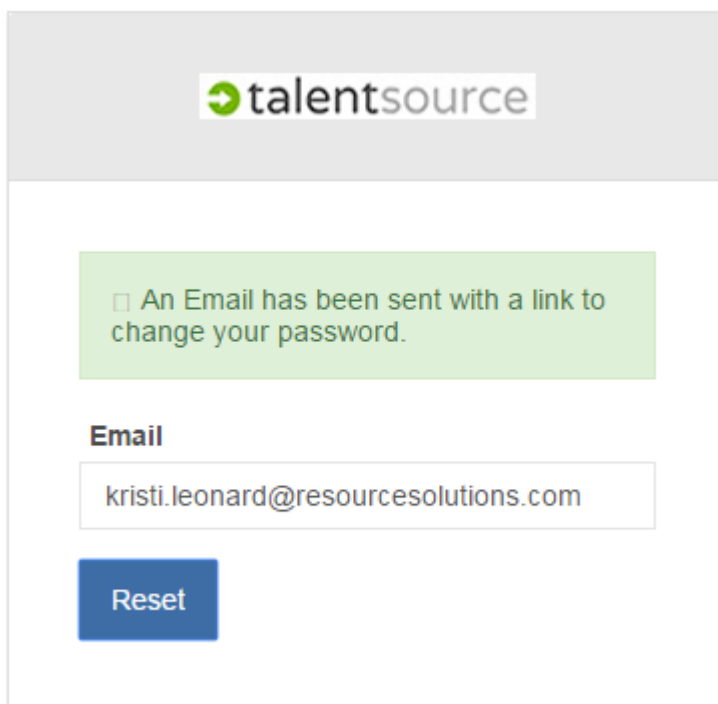


The screenshot shows the Talentsource logo at the top. Below the logo, there are two links: 'Forgot Password' and 'Forgot Username'.

11. Enter 'Email Address' linked to your account

12. Click 'Reset'

You should get a green confirmation note



The screenshot shows the Talentsource logo at the top. Below the logo, there is a green confirmation message: 'An Email has been sent with a link to change your password.' Below this message, there is a section labeled 'Email' with a text input field containing the email address 'kristi.leonard@resourcesolutions.com'. At the bottom of this section is a blue button labeled 'Reset'.

13. You will get an email with a list of usernames associated with your account.