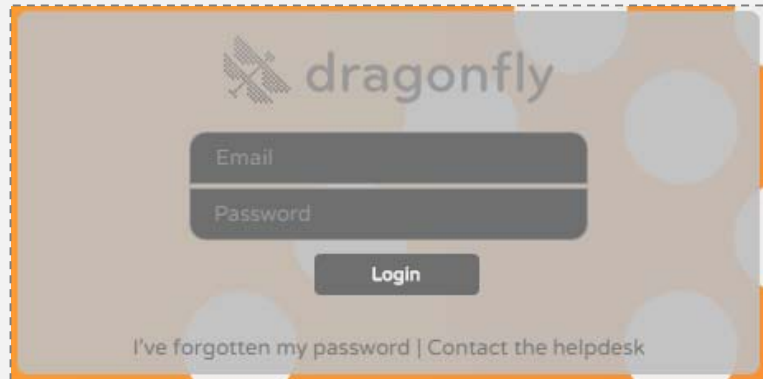


1 - Password Email Link

When your dragonfly login is created you will receive an email specifying your user name (which is your email address), your password, and the link to follow to get to the login page.

The password is generated by the system, and should be changed the first time you log in to dragonfly.

Note: If your company uses Single Sign On, your password will be the same as the one used to log on to your company network.



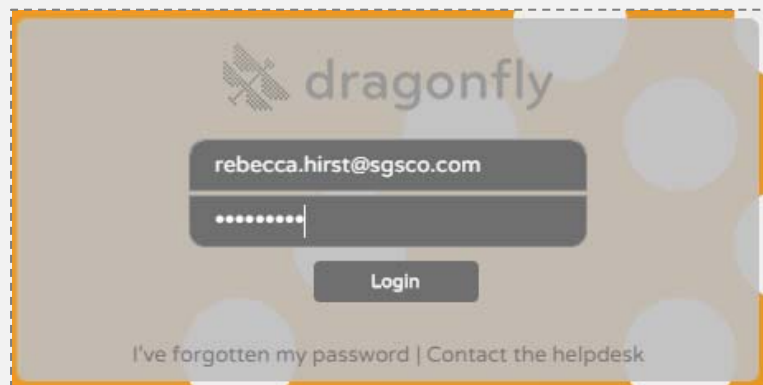
The screenshot shows the dragonfly login interface. At the top is the dragonfly logo. Below it are two input fields: 'Email' and 'Password'. A 'Login' button is positioned below the password field. At the bottom of the form, there is a link that says 'I've forgotten my password | Contact the helpdesk'.

2 - Entering Log-in Details

Enter your [email address](#) and [password](#) into the two fields and click the [Log-In](#) button.

If your company uses Single Sign On, you will be re-directed to your company's login page.

The change password page will open, prompting you to change your password to something more memorable.



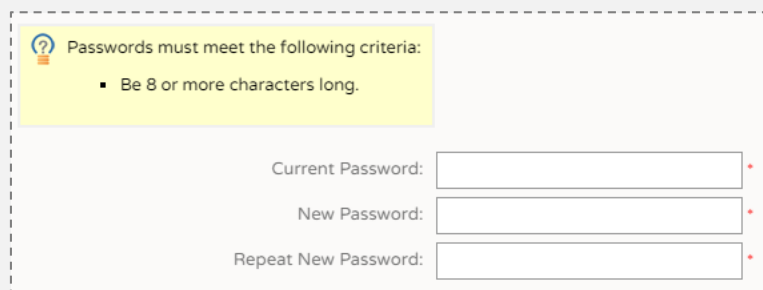
The screenshot shows the dragonfly login interface. The 'Email' field is filled with 'rebecca.hirst@sgsco.com'. The 'Password' field is filled with a series of dots. The 'Login' button is visible below the password field. At the bottom of the form, there is a link that says 'I've forgotten my password | Contact the helpdesk'.

3 - Changing Your Password

You can change your password from the Your Profile menu. Enter your password in the [Current Password](#) field. Now choose a new password and enter it in the [New Password](#) field (your new password should meet any criteria listed in the tooltip box).

Confirm your new password by re-entering it into the [Repeat New Password](#) field.

Note: if the [Current Password](#) field appears prefilled this should be emptied as this is the browser remembering an old password.



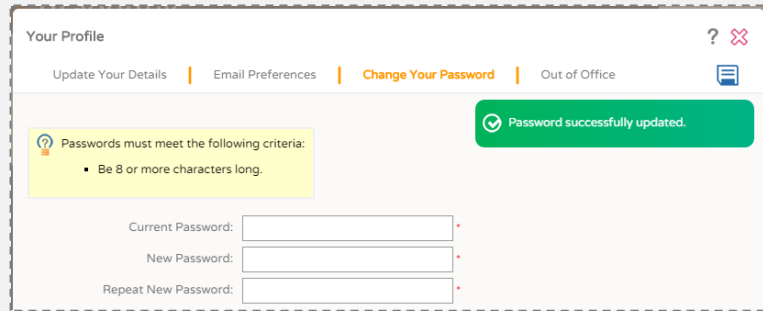
The screenshot shows a tooltip box with a question mark icon. The text inside reads: 'Passwords must meet the following criteria:'. Below this, there is a bulleted list: 'Be 8 or more characters long.' Below the tooltip, there are three input fields labeled 'Current Password:', 'New Password:', and 'Repeat New Password:'. Each field has a red asterisk to its right.

4 - Password Changed Successfully

Click the [Save & Continue](#) icon (located in the top right hand corner) to finish changing your password. A green Password Successfully Updated message should appear.

Note: from this point forward you should use your new password and disregard the password specified in the email.

Use the [Click to continue to the home page](#) link to move onto the dragonfly home page.



The screenshot shows the 'Your Profile' page with a navigation bar containing 'Update Your Details', 'Email Preferences', 'Change Your Password', and 'Out of Office'. A green notification box at the top right says 'Password successfully updated.' Below this, a yellow box lists password criteria: 'Be 8 or more characters long.' There are three input fields: 'Current Password:', 'New Password:', and 'Repeat New Password:'.

5 – What To Do If You’ve Forgotten Your Password

If you forget your password you can use the [I’ve forgotten my password](#) link found under the Log-In button to re-set it.

Enter your email address into the [Email](#) field and click the link. A green success prompt will appear informing you that a password reset email has been sent to your email address.

This email will contain a link to reset your password.

Note: If your company uses Single Sign On, you will need to contact your Network Administrator to reset your password.



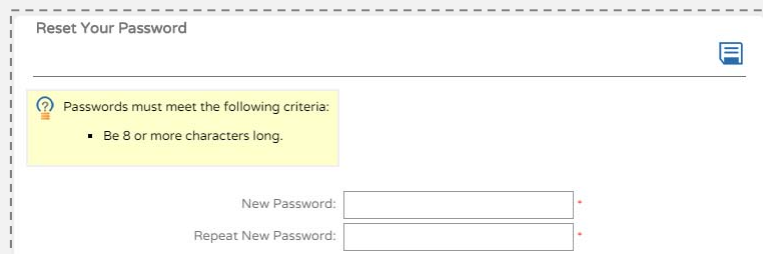
The screenshot shows the login page with the dragonfly logo and the email 'rebecca.hirst@sgsco.com' entered in the email field. A green notification box at the bottom says 'A link to reset your password has been sent to rebecca.hirst@sgsco.com.' There is also a 'Login' button.

6 – Resetting Your Password

Following the link will display a Reset Your Password screen.

Enter your new password into the [New Password](#) field, then repeat in the [Repeat New Password](#) field.

Click the [Save & Continue](#) icon to finish saving your new password.



The screenshot shows the 'Reset Your Password' screen with a yellow box listing password criteria: 'Be 8 or more characters long.' There are two input fields: 'New Password:' and 'Repeat New Password:'.