

University of Waterloo Purchasing Card Program

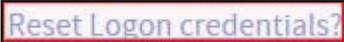
Forgotten Passwords and Locked Accounts

If you have forgotten your CentreSuite password and/or have locked your account, please follow these steps to try to reset your credentials yourself before contacting the administrator for help.

REMEMBER: Centresuite user IDs are the user's WatIAM email address where WatIAM ID is truncated to 8 characters. i.e. watiam@uwaterloo.ca.

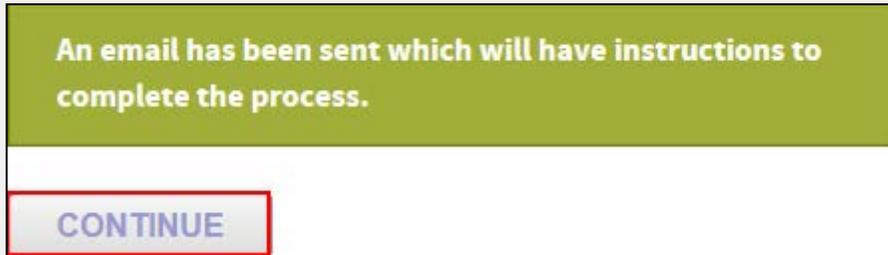
Joe Smith would be jsmith@uwaterloo.ca and Marie Antoinette would be shortened to mantoine@uwaterloo.ca.

This email address is both your UserID and your Email Address in the CentreSuite system.

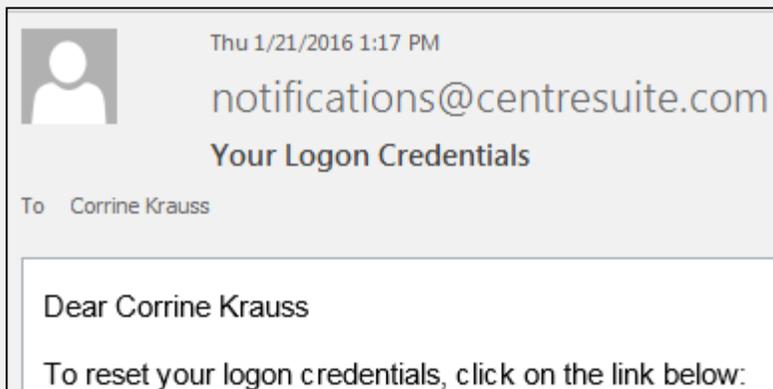
Step	Action
1.	Click the Reset Logon credentials? link. 
2.	Enter your WatIAM email address into the User ID field (i.e. watiam@uwaterloo.ca). <div data-bbox="318 1012 1162 1304"><p>Confirm and enter your user ID and email address information so that we may email the instructions to reset your password or unlock your account.</p><p>User ID [?]</p><input type="text"/></div>
3.	Enter that same WatIAM email address into the Email Address field. <div data-bbox="318 1381 959 1509"><p>Email Address [?]</p><input type="text"/></div>
4.	Click the Submit button. 

Step Action

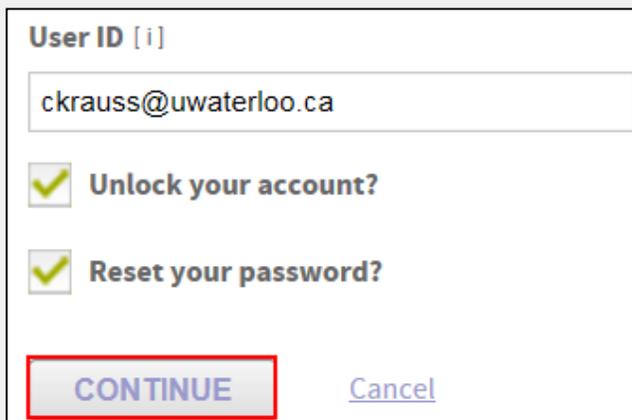
5. You should get a confirmation that the User ID was correct and instructions will be sent to you. Click the **Continue** button.



6. Wait for the instruction email to be sent to you. It may not be immediate, but should arrive within 20-30 minutes. Check your junk mail to ensure it is not being filtered out.
Click the link found in the message.



7. The link will take you to an unlock/reset page in CentreSuite. Enter your User ID (Remember: "watiam"@uwaterloo.ca) and check the boxes to unlock your account (if you haven't locked it yet, you won't have to do this) and to reset your password. Click the **Continue** button.

A screenshot of a form for resetting user credentials. It has a title "User ID [i]" and a text input field containing "ckrauss@uwaterloo.ca". Below the input field are two checkboxes, both checked with green checkmarks: "Unlock your account?" and "Reset your password?". At the bottom, there is a blue "CONTINUE" button with a red border and a blue "Cancel" link.

Step Action

8. The system will ask you two of the security questions that you set up when you first set up the account. Enter the answers and click the **Continue** button.

What was the **FIRST NAME** of your **FIRST** boyfriend or girlfriend? *

What is the **FIRST NAME** of your **MATERNAL** grandfather? *

9. You will see another confirmation screen noting that a second email will be sent to you with a temporary password. Click the **OK** button.

Your temporary logon credentials have been emailed to you.

Account has been successfully unlocked.

OK

10. Wait for the temporary password email to be sent to you. It may not be immediate, but should arrive within 20-30 minutes. Check your junk mail to ensure it is not being filtered out.

Thu 1/21/2016 1:17 PM
notifications@centresuite.com
Your Logon Credentials

To Corrine Krauss

Dear Corrine Krauss

Your password has been reset. Your temporary password is: S/WG7vAQ

11. Return to www.centresuite.com, enter your User ID and the temporary password you received above. Click the **Log On** button.

LOG ON

Step Action

12. You will be asked to re-set your password at this point. When it asks for “Old Password” it is asking for the temporary password that was assigned. Overwrite any pre-populated password in this field.

Old password:

13. Select a new password. CentreSuite passwords must be at least 8 characters and contain at least one uppercase letter, one lowercase letter, and a number. Because CentreSuite is a banking system, Scotiabank enforces the best practice of passwords expiring every 90 days. Users cannot use any of their last 12 passwords.

New password: [?]

14. Set up a new password hint. This hint cannot be the same characters as your password and must be at least 5 characters long.

Password hint: [?]

15. Click the **Save** button.

16. Your password has now been re-set. Click the **OK** link.

Your password has been changed.