

WebEOC 8.4 – V. 1

Colorado - User Guide

Reset Password/Retrieve Username



COLORADO

**Division of Homeland Security
& Emergency Management**

Department of Public Safety

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RESET PASSWORD OR/AND RETRIEVE USERNAME

STEP 1 - Reset Password / Retrieve Username



Figure 01

STEP 2 - After clicking “Forgot Username/Password?” you will be presented with two options:

- Retrieve Username or
- Reset Password

If you know your “Username” (firstname.lastname), you can proceed with the option of “Reset Password” (Step 4). However, in case you don’t know your “Username”, first click “Retrieved Username”, step 3.



Figure 02

RETRIEVE THE USERNAME

STEP 3 - Important: If you don’t know your “Username” proceed with this option first. After you have retrieved your “Username”, you can “Reset” your Password.

Note: The Email Address has to be the same one that was provided when you registered in WebEOC.

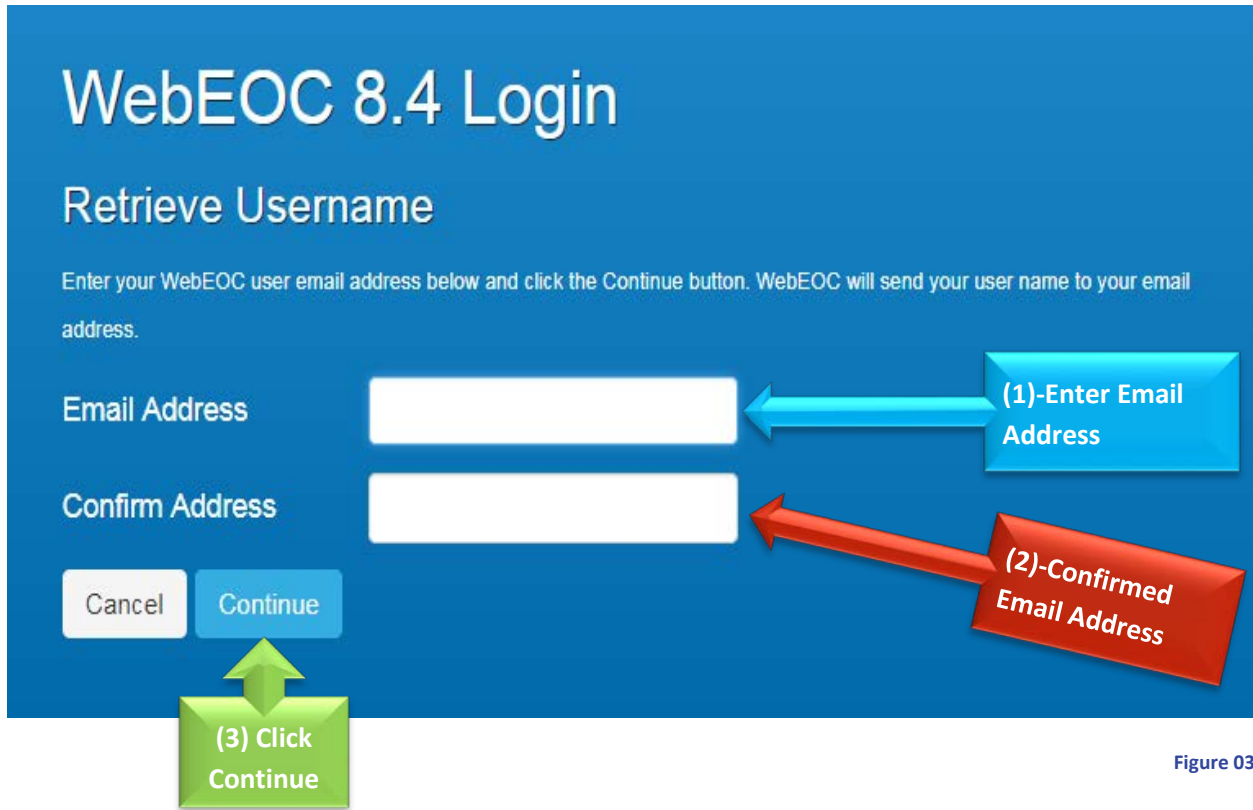


Figure 03

NOTE: After complete this step, WebEOC will send your Username to your email address. If the email is not there, check the “Spam” in your email box.

RESET PASSWORD

STEP 4 - If you know the “Username” and “Email” address set on WebEOC, you can “Reset” your password.

The screenshot shows the 'WebEOC 8.4 Login' interface with the 'Retrieve Password' section. It includes two input fields: 'User Name' and 'Email Address'. A yellow callout box labeled '(1)-Enter Username' points to the 'User Name' field. A green callout box labeled '(2)-Enter Email Address (That was set in WebEOC)' points to the 'Email Address' field. Below the fields are 'Cancel' and 'Continue' buttons. A green callout box labeled '(3)-Click Continue' points to the 'Continue' button. The background is blue with white text.

Figure 04

Note: After Click “Continue”, you will be prompted with the following information:
WebEOC has sent an email to “Your Email” containing information that will allow you to reset your password.

The screenshot shows a confirmation message on a blue background. The text reads: 'WebEOC has sent an email to [Your Email] containing information that will allow you to reset your password.' Below the text is an 'OK' button.

Click “OK”

Note: If the email is not there, check the “Spam” in your email box.

After you receive the email, just click in this link in your email → “Click this link to reset your password”

REFERENCES

Intermedix WebEOC (2018). User Guide Version 8.4