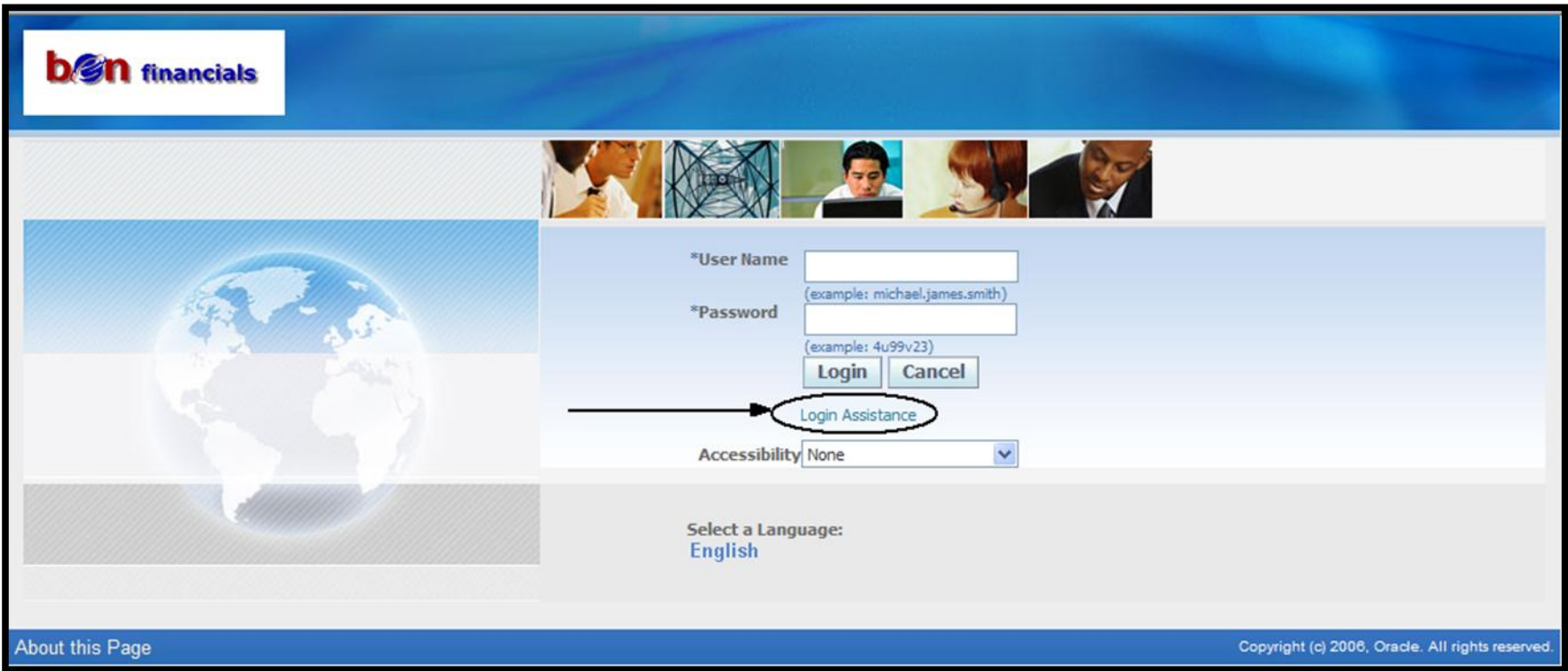
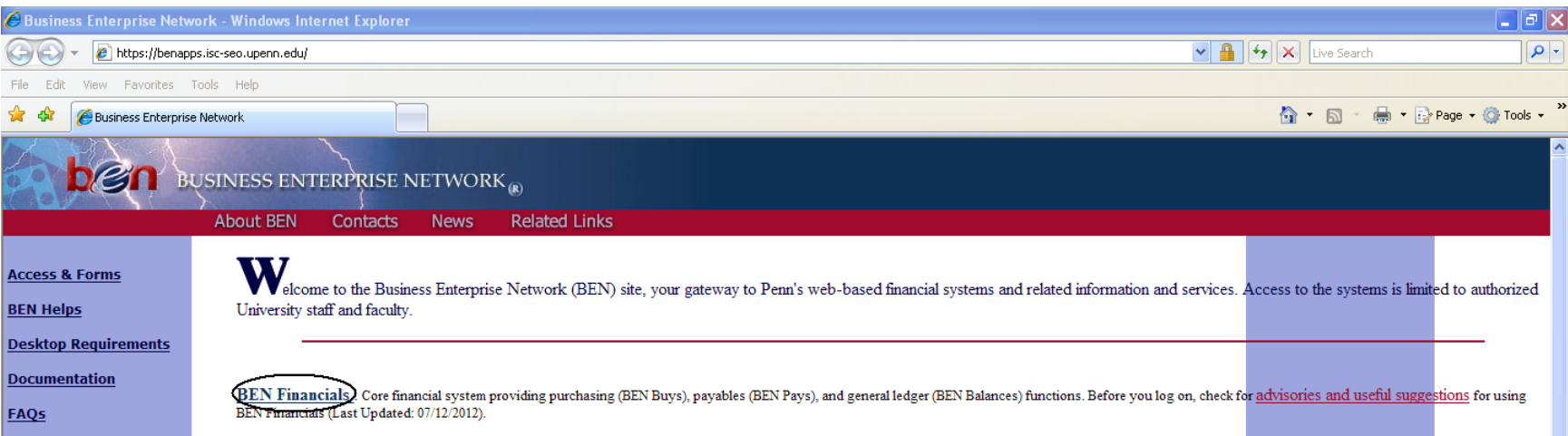


Logon Assistance - Forgot Username or Password

If you have forgotten your BEN Financials password you will no longer have to go to the Customer Service desk located at 3401 Walnut Street to have it reset. The password reset process can be completed from the convenience of your own workstation!

- 1. In order to reset your password simply visit the BEN Financials homepage (<http://benapps.isc-seo.upenn.edu>) and click the BEN Financials link.



Login Assistance

* Indicates required field

Forgot Password

Enter your user name, instructions for how to reset your password will be emailed to you.

User Name

Forgot Password

Forgot User Name

Enter the email address associated with your account, your user name will be emailed to you.

Email

(Example: first.last@domain.com)

Forgot User Name

Forgot Password

If you forgot your password:

- 1. Enter your 'User Name'
- 2. Select 'Forgot Password' button
- 3. Once you click the 'Forgot Password' button
 - a. A confirmation message is received
 - b. An e-mail will also be sent to you (the e-mail is sent to the address on record in BEN Financials)

Forgot Password

Enter your user name, instructions for how to reset your password will be emailed to you.

User Name

Forgot Password

Confirmation

Your password-reset request has been submitted. An email with instructions will be sent shortly. Please contact the System Administrator if you do not receive an email within the next 10-15 minutes.

OK

- 4. Hit "OK" button and it takes you back to the log in screen
- 5. Once you submit the request, you will receive an e-mail
 - a. E-mail from: Workflow Mailer - BENFPROD [bencmpr1@hermes.umis.upenn.edu] –with the Subject "FYI: Password Reset"

Inbox

From

Subject

Date: Today

Workflow Mailer - BENFPE... FYI: Password Reset

To

Sent

ID

BROWN, JANICE

28-AUG-2012 12:34:29

3361509

- 6. Click on the link 'Reset your password' in the e-mail and follow the on-screen instructions

FYI: Password Reset

Workflow Mailer - BENFPER1 [bencmts3@hermes.umis.upenn.edu]

Sent: Tue 8/28/2012 12:36 PM

To: Brown-Simpkins, Janice L.

Message

Notification Detail.html (683 B)

To

Sent

ID

BROWN, JANICE

28-AUG-2012 12:34:29

3361509

Reset your password

and follow the on-screen instructions. This email can be ignored in case you didn't request a password reset, the link is only available for a short time.

- 7. From the 'Reset Password' screen, enter your User Name and new Password
NOTE: the password you enter will be used to replace your old password

Reset Password

* Indicates required field

Please enter your username and passwords below. The password you enter below will be used to replace your old password.

* User Name

* Password

(5 characters or more)

* Confirm Your Password

Confirm Password

- 8. Once you click on the 'Confirm Password' button [after you enter your username & passwords]:
 - a. A confirmation message is received
 - b. Click the 'OK' button to return to the BEN Financials Logon screen

Confirmation

The password has been reset; use the new password to login to the system.

OK

- 9. Enter your new password to log into BEN Financials

November 2012

2

Forgot User Name

If you forgot your user name:

- 1. Enter your 'Email Address'
- 2. Select Forgot User Name button

Forgot User Name

Enter the email address associated with your account, your user name will be emailed to you.

Email

janiceb@upenn.edu

(Example: first.last@domain.com)

Forgot User Name

- 3. Once you click the 'Forgot Password' button
 - a. A confirmation message is received
 - b. An e-mail will also be sent to you (the e-mail is sent to the address on record in BEN Financials)

Confirmation

Your password-reset request has been submitted. An email with instructions will be sent shortly. Please contact the System Administrator if you do not receive an email within the next 10-15 minutes.

OK

- 4. Hit "OK" button and it takes you back to the log in screen
- 5. Once you submit the request, you will receive an e-mail
- 6. E-mail from: Workflow Mailer - BENFPROD [bencmpr1@hermes.umis.upenn.edu] – with the Subject "FYI: User Name lookup"

Inbox

From

Subject

Date: Today

Workflow Mailer - BENFPE... FYI: User Name lookup

To

JANICE L 10128099 BROWN

Sent

28-AUG-2012 13:49:12

ID

3361510

- 7. Your User Name is displayed in the body of the e-mail

FYI: User Name lookup

Workflow Mailer - BENFPER1 [bencmnts3@hermes.umis.upenn.edu]

Sent: Tue 8/28/2012 1:50 PM

To: Brown-Simpkins, Janice L.

Message

Notification Detail.html (693 B)

To

JANICE L 10128099 BROWN

Sent

28-AUG-2012 13:49:12

ID

3361510

The following user account is associated with your email address. You can now [login](#) or [reset your password](#). This email can be ignored in case you didn't submit the user name lookup request; the reset password link is only active for a short time.

Username: JANICEB

- 8. You also have the option to:
 - a. Click on the 'login' link from the e-mail which will return you to the BEN Financials logon screen
 - OR
 - b. Click on the 'reset your password' link from the e-mail and follow the instructions to reset your password [See steps 6-9 from the 'Forgot Password' instructions above]