

# Quick Guide to Setting or Changing Your Password



## Introduction

This document provides a quick guide explaining how to set or change your password in the One Network system.

At any time, you can change your password for your user account plus if you happen to forget your password, you can set it to a desired password. In addition, if your user account gets locked, you can set your password so you can then log in to the system again.

Note – this Quick Guide is for the NEO UI

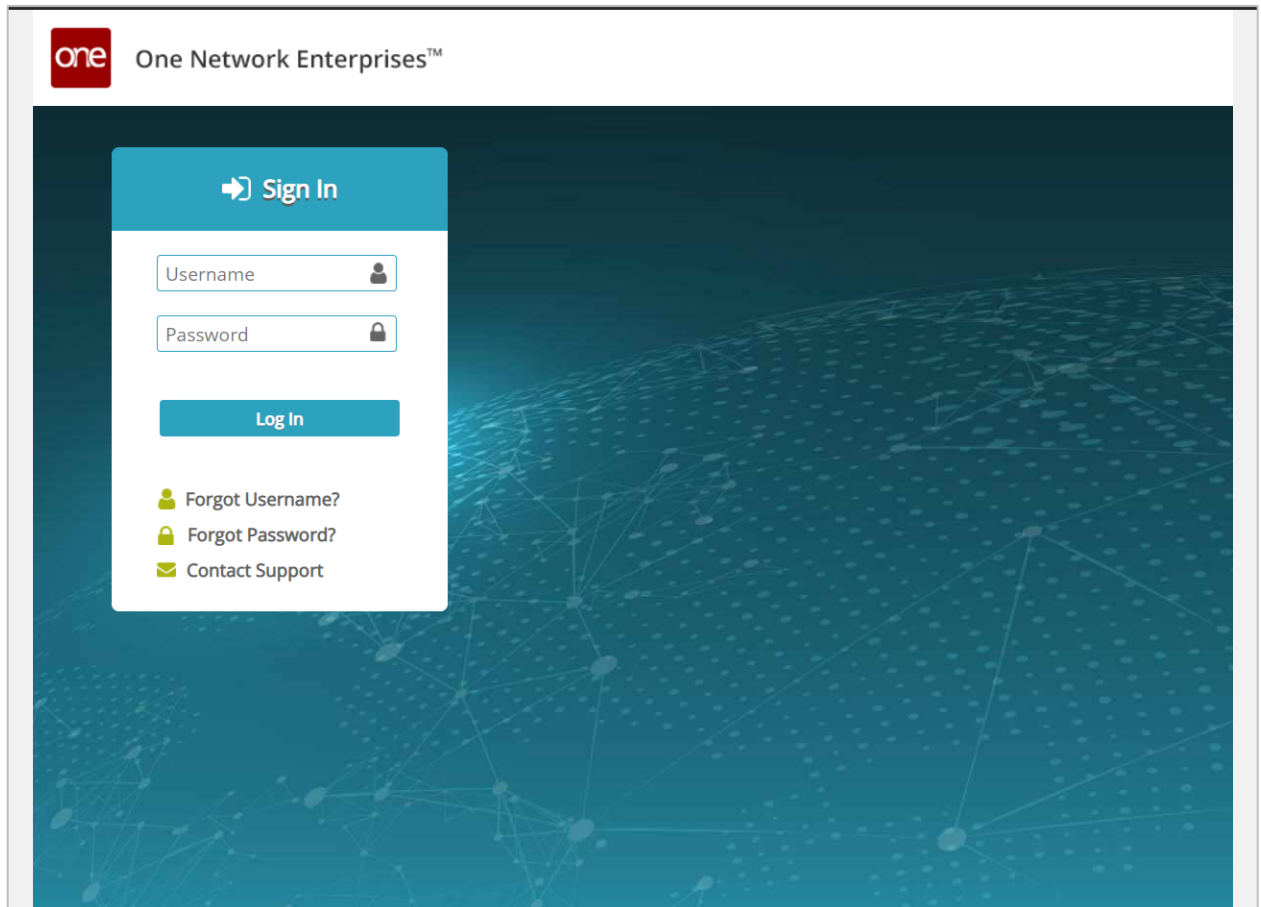
## Setting or Changing Your Password

1. Open a web browser window.

Note: You should be using Google Chrome or Microsoft Chromium Edge. You can also use IE 11 but that browser will no longer be supported from the NEO 3.3 release and onwards.

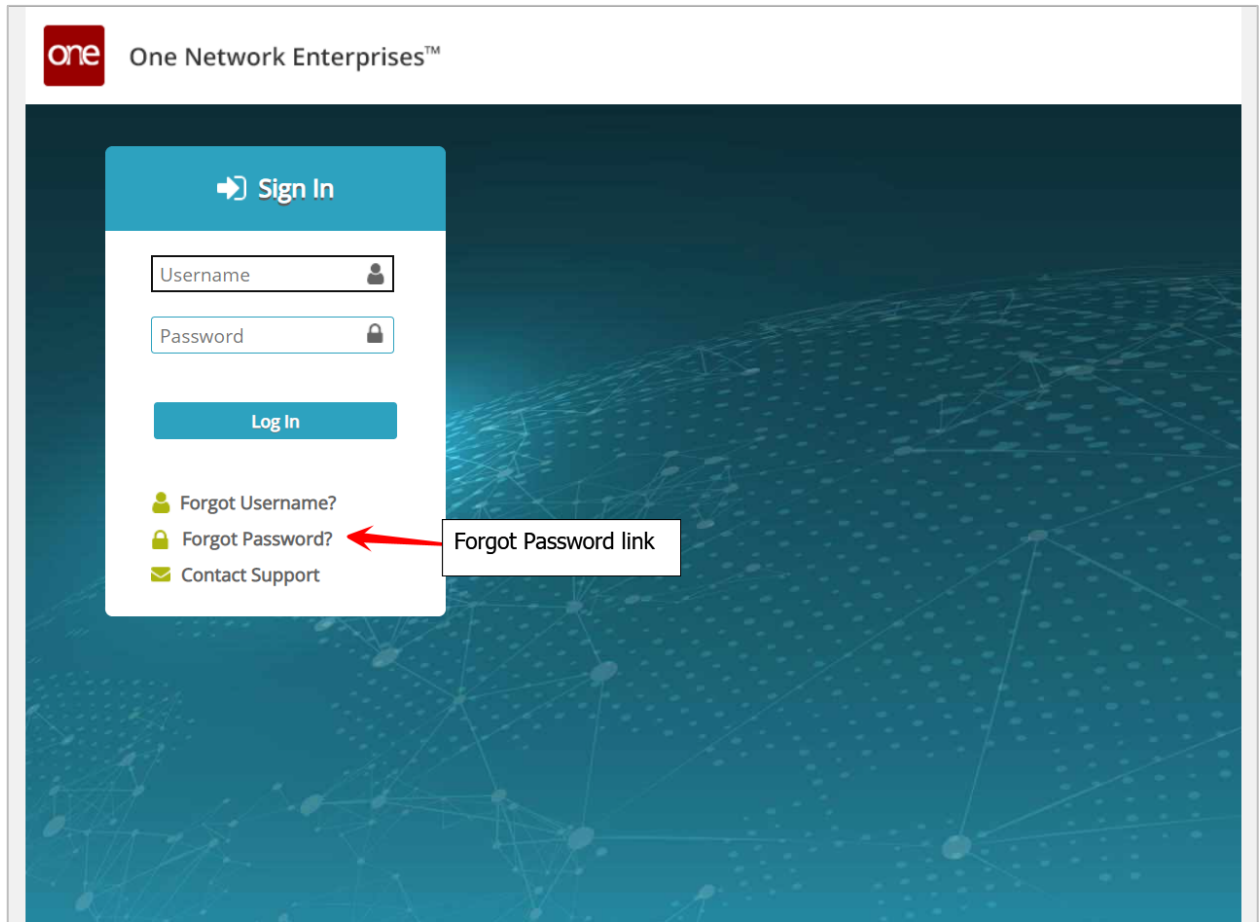
2. In the browser window, enter the following URL and press the **Enter** key on your keyboard:
  - <https://logon.onenetwork.com>

3. After entering this URL, you will be taken to the **Login** screen for the One Network system.



The image shows the login interface for One Network Enterprises. At the top left is the 'one' logo in a red square, followed by the text 'One Network Enterprises™'. The background is a dark teal with a glowing network pattern of dots and lines. A white login form is centered on the left. The form has a blue header with a right-pointing arrow icon and the text 'Sign In'. Below this are two input fields: 'Username' with a user icon and 'Password' with a lock icon. A blue 'Log In' button is positioned below the password field. At the bottom of the form are three links: 'Forgot Username?' with a user icon, 'Forgot Password?' with a lock icon, and 'Contact Support' with an envelope icon.


4. To set or change your password, select the **Forgot Password?** link located under the **Log In** button.




5. The **Reset Your Password** screen displays.

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**Reset Your Password**

Email Address 

**Submit**

 If you do not know your username or email address, please contact your administrator or contact One Network at 866-302-1935 or at [help@onenetwork.com](mailto:help@onenetwork.com).

6. Enter your email address associated with your One Network user account in the **Email Address** field and then click the **Submit** button.

Note – if you receive an error message stating “No account exists for the provided email address”, please confirm you entered your email address correctly. Contact an administrator user for your company if you are having issues with your email address or if you do not remember your email address and they can check for it in the system.

Note - if the email address you entered is associated with multiple user accounts, a **Username** field will display that you will also need to enter.

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**Reset Your Password**

user1@onenetwork.com

Submit

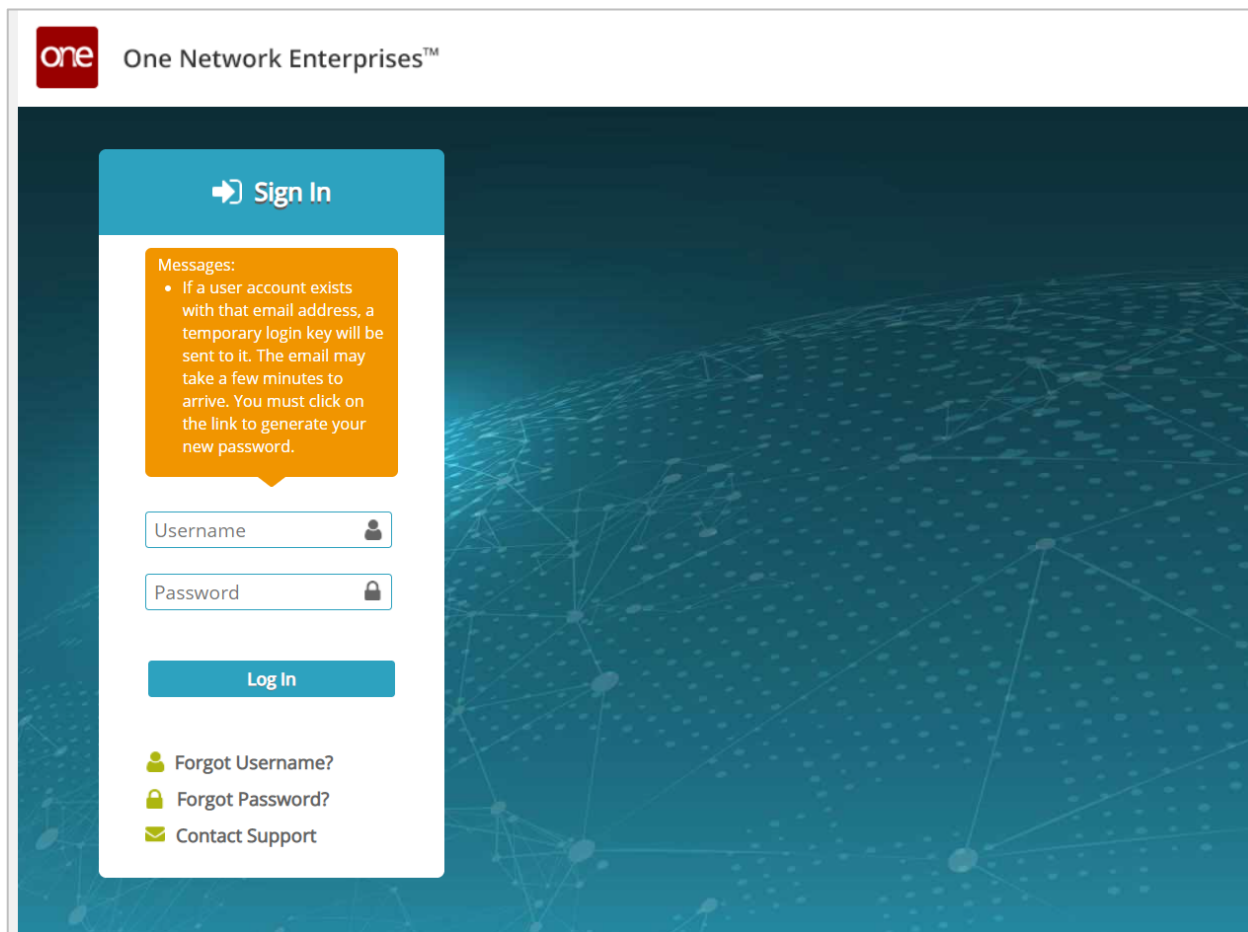
If you do not know your username or email address, please contact your administrator or contact One Network at 866-302-1935 or at [help@onenetwork.com](mailto:help@onenetwork.com).

Email Address field

Submit button

7. After entering your correct email address and clicking the **Submit** button, you will see a message stating an email has been sent to you with your login key.

The message states: “If a user account exists with that email address, a temporary login key will be sent to it. The email may take a few minutes to arrive. You must click on the link to generate your new password.”



8. You should now receive an email to your email address that you entered.

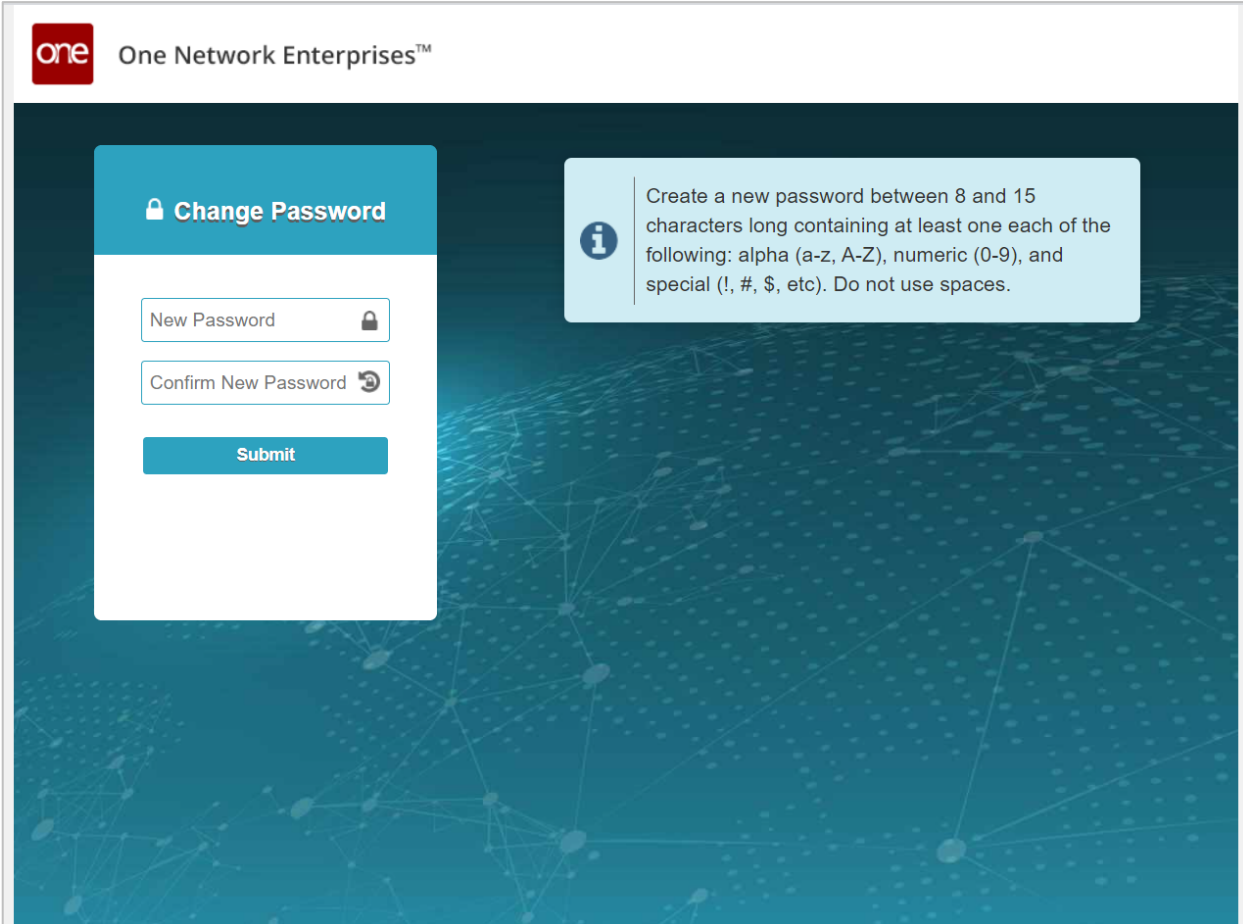
This email will contain a link that you would select to then set your new password.

Note - this link expires after 24 hours and can only be used once. Once expired or used, you would need to request a new password again from the **Login** screen by selecting the **Forgot Password** link.

9. After selecting the link in the email, you will be taken to the **Change Password** screen for you to create a new password.

In the **New Password** and **Confirm New Password** fields, enter your new desired password and then click the **Submit** button.

Note - Your new password must be between 8 and 15 characters long containing at least one each of the following: alpha (a-z, A-Z), numeric (0-9) and special (!, #, \$, etc). Do not use spaces. An example of a password that meets these criteria would be: Johnathan#9.

The screenshot shows the 'Change Password' interface for One Network Enterprises. At the top left is the 'one' logo and the text 'One Network Enterprises™'. The main content area has a dark blue background with a network diagram. On the left, a white card titled 'Change Password' contains two input fields: 'New Password' with a lock icon and 'Confirm New Password' with a circular arrow icon. Below these is a blue 'Submit' button. On the right, a light blue information box with an 'i' icon contains the password requirements: 'Create a new password between 8 and 15 characters long containing at least one each of the following: alpha (a-z, A-Z), numeric (0-9), and special (!, #, \$, etc). Do not use spaces.'

10. After clicking the **Submit** button, you will be logged in to the system and taken to the main One Network screen.

Note - Once you want to login again, you must use the new password you have just created.