

FORGOT PASSWORD

Users are able to reset the password in the event it has been forgotten. This is a "self-service" tool and does not require the assistance of the agency's System Administrator.

*Please Note – For a user to take advantage of this process, an active and accessible email address will need to be saved in the User Base tab of the staff member's profile. This will need to be completed by either the end user or a System Administrator prior to the reset.

To add an email address to a User Profile please do the following:

A. The user can click on the sprocket next to the user's name on the upper right hand corner of the screen.

SERVICEpoint*						~	P	aul Schmitz & System Admin II
All Chicago All Chicago All Chicago May 02, 2019					Paul Schmitz 🔅 System Admin II 🔥	K	Mode: Shadow & Back Date Connect To ART @ Connect To Qlik	
🗤 Home > Home Pag	je Dashboard		Mode: 🕵 sha	low		Type here fo	r Global Search	- 🛃 🗶 🚱
Last Viewed Favorites	System News (19)	Agency News	A Back	Date	····			2
ClientPoint	Date Headline		🖏 Conn	ect To ART		Date	Time Remaining	
CallPoint	03/27/2019 New Questions to go Live to ALL	Assessments April 1st: R	© Conn	ect To Qlik				
ResourcePoint	03/25/2019 Skilled Assessors and Supervisor Standardized Housing Assessment	s: Clients need an update nt	Global Search					
▶ FundManager	03/20/2019 Unsheltered Questions Webinar							
ShelterPoint	02/06/2019 Skilled Assessors: The assessme	nt for disability and vulne						
ActivityPoint	02/04/2019 Updated Polish Consent form NO	W AVAILABLE						
SkanPoint	01/17/2019 ESG CAPER Report webinar - Em	ergency Services Grant n						
▶ Reports	Add System News		Tim	e Remaini	ing			View All
▶ Admin								
Logout	Activity Referrals (0)				•			2
	Date Client ID Activity					Clier	nts With An Entry But No Exit:	
					1		0	
				Clients	With An Entry But No Exit:			
					22			
			View	All				Refresh

B. Enter a valid email address for the user and click Save & Exit.

Name	Paul Schmitz (5295)	
Title		
User Name	pschmitz	
Provider	All Chicago (1)	
Role	System Admin II	
E-mail	pschmitz@allchicago.org	
Telephone		
ettings	ool links within Assessments	
Anow oser to tab to G	on mixe within Assessments	



Resetting the Password

Users can reset their password if it has been forgotten. If a User requires a password reset, follow the steps on the screen and in this guide to gain access to the database.

1. Click the Forgot Password Link.

	All Chicago	
User Name		
Password		
	l	ogin

2. The screen will refresh, and "verification" screen will appear. Type in the **User Name** that is used to log into ServicePoint and click **Send** to send a link to the associated email address.

orgot Passw	ord	×
To reset your p username below then be sent to with the userna	assword, please enter v. A password reset e the email address as me entered.	r your mail will sociated
User Name		-
Send	Close	
	Forgot	Password
System with	use requires your compliance the terms and conditions	•
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3. Once complete, a confirmation message will appear at the bottom of the screen. Please note that the email link will expire after 15 minutes if not used and a new link will need to be requested. If no email is received, contact the Help Desk at hmis@allchicago.org to create a ticket to have your password reset. If a user clicks on an expired password reset link in their email it will take them to the ServicePoint login screen versus the password reset screen.



4. Next, check the associated email inbox for a message from **DoNotReply@bowmansystems.com**. The email should have the verbiage, "ServicePoint Email Password Reset" with the date and time in the subject line.

Depending upon your email client, it will either show text or a hyperlink. Click or copy and paste the link provided into a browser to reset your password.

Servi	icePoint Email Password Reset Tue Apr 30 15:40:32 CDT 2019
D	DoNotReply@bowmansystems.com Today, 4:40 PM Sarah Graham 🗧
	Community Services Password Reset Notification Click or copy and paste the link below into a browser to reset your password for Community Services.
	https://qa-sp5-apache.bowmansystems.net/sp5-rcs-51268/com.bowmansystems.sp5.core.ServicePoin /?Authorization=7fcec1d5f410113f544fdfcf209fbd98de7400c3

*Note – this email could be in a SPAM/JUNK folder depending on the user's email rules. Check these folders if the email is not in the default INBOX and there is a valid email address in the user's profile.



5. The browser window will open and depending on the speed of your browser you may see a "Validating Token" message.



- 6. The user will see a **Reset Password Screen**. Type in the new password in the first line and then type the same password a **SECOND** time to make sure the characters match. As the characters are typed, they will be represented with "black dots". Click **Save** to change to the new password. This will return the user to ServicePoint and they will use the new password the next time they log into ServicePoint.
 - *Note Keep in mind the minimum requirements of at least one uppercase letter, one lowercase letter, one number and one symbol. Please note these are new password requirements and may be different than those used prior to this password reset.

A	ll Chicago
wth kows	at least one uppercase letter, one incase letter, one number, and one symbol.
Password	
Password	
	Save
Password Password	symbol.



7. The user will receive the following error when selecting a new password if the minimum password requirement is not met.

