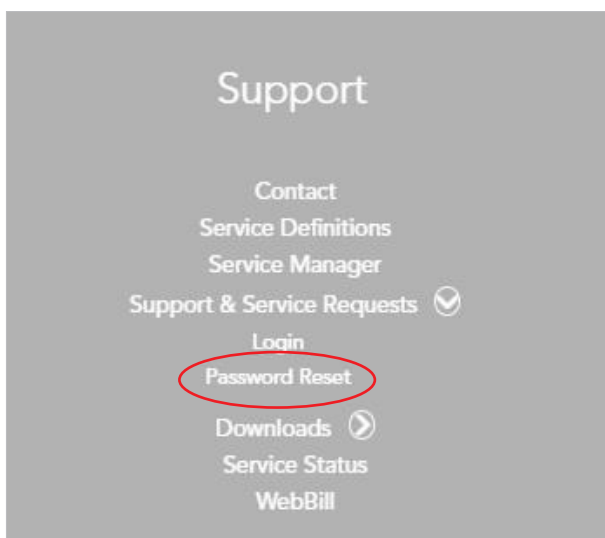
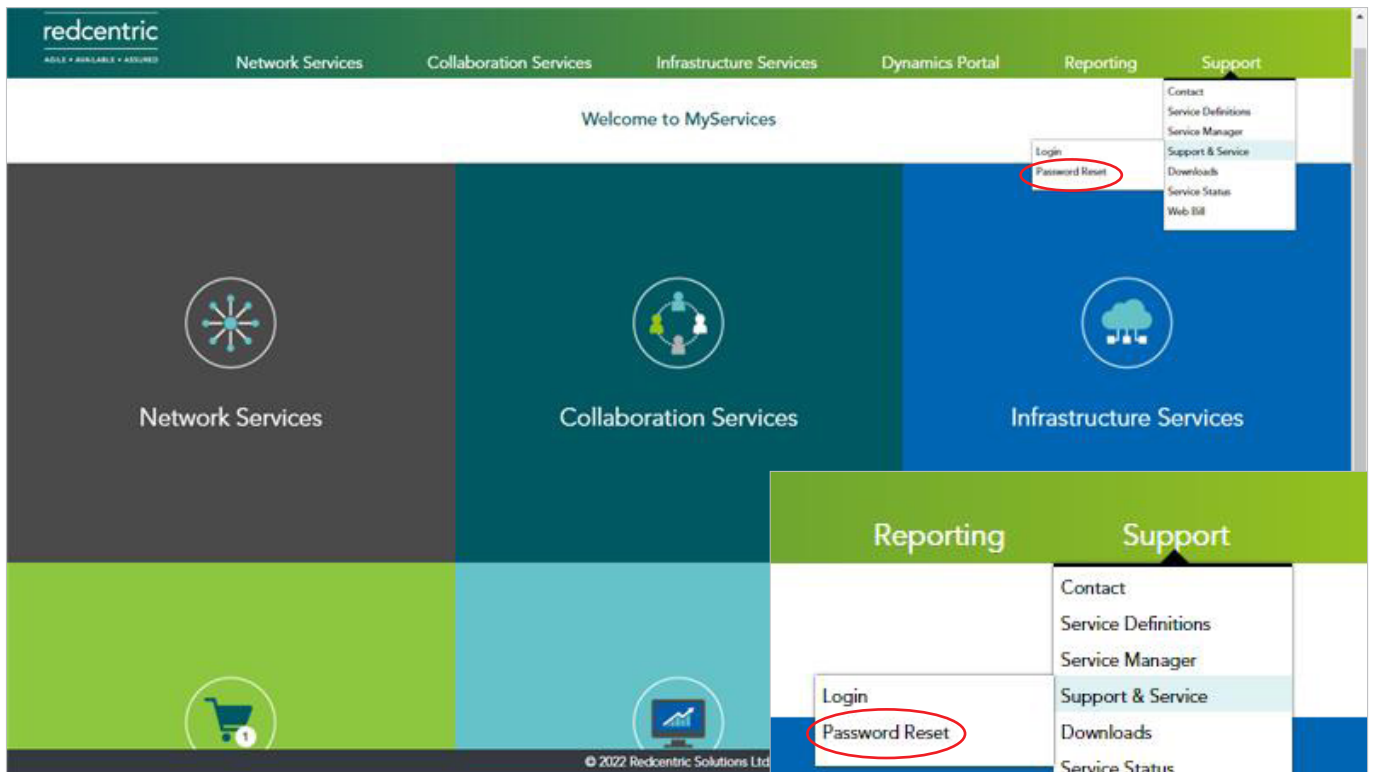


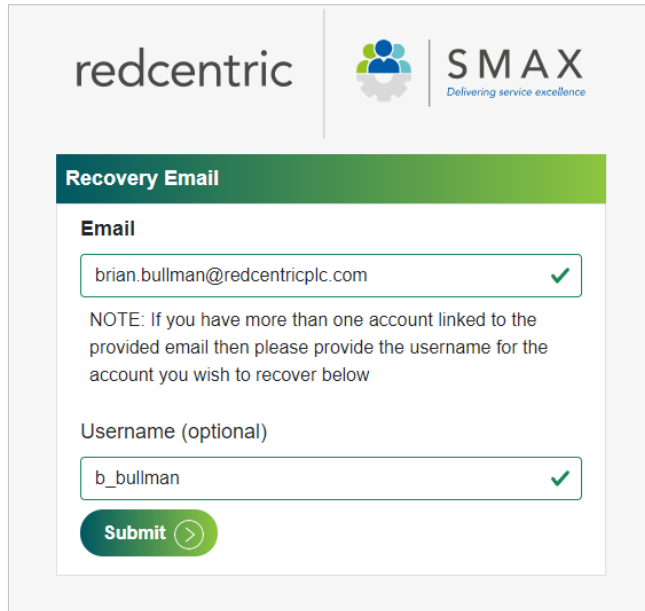
Password recovery process

Step 1 – Within the MyServices portal, you can access the password reset either through the dropdown menu under Support (select Support & Service), or you can click on the link in the grey Support tile which says Password Reset



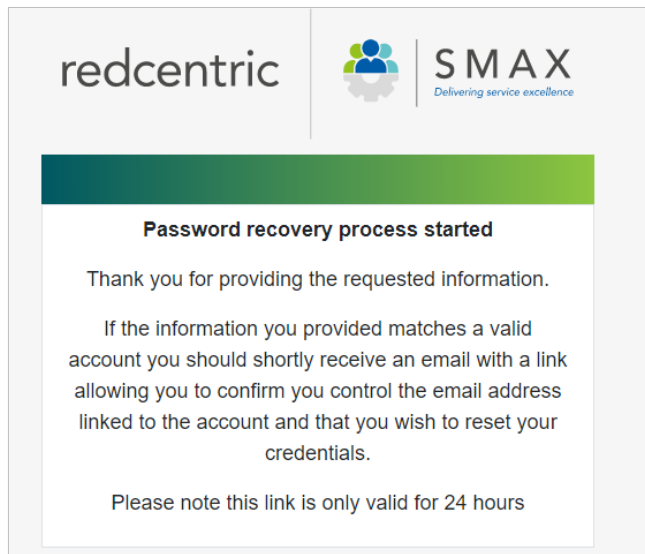
Password recovery process

Step 2 – Please start your password reset by typing in your email (and your username if required, where you have previously had multiple Service Manager Accounts)



The screenshot shows a web form for password recovery. At the top left is the 'redcentric' logo. To its right is the 'S M A X' logo with the tagline 'Delivering service excellence'. Below the logos is a green header bar with the text 'Recovery Email'. Underneath, there is a section titled 'Email' with a text input field containing 'brian.bullman@redcentricplc.com' and a green checkmark. Below this is a note: 'NOTE: If you have more than one account linked to the provided email then please provide the username for the account you wish to recover below'. There is a section for 'Username (optional)' with a text input field containing 'b_bullman' and a green checkmark. At the bottom left of the form is a green 'Submit' button with a right-pointing arrow.

Step 3 – You will receive a confirmation of your password reset request. Click on the email confirmation link within the 24 hour window




The screenshot shows a confirmation message. At the top left is the 'redcentric' logo. To its right is the 'S M A X' logo with the tagline 'Delivering service excellence'. Below the logos is a green header bar with the text 'Password recovery process started'. Underneath, there is a message: 'Thank you for providing the requested information. If the information you provided matches a valid account you should shortly receive an email with a link allowing you to confirm you control the email address linked to the account and that you wish to reset your credentials. Please note this link is only valid for 24 hours'.

Password recovery process

Step 4 – You will receive a first email asking you to invalidate the previous password (check spam or junk if you have not received in your inbox)

SMAX Email Validation for brian.bullman@redcentricplc.com

 SMAX Service Portal
To Brian Bullman

Hi BRIAN BULLMAN

You are receiving this email as an authorised user of Redcentric's Service Manager portal.

SMAX is our new Service Delivery platform which replaces HP Service Manager. This one-off password reset, and recovery process will enable you to login to your user account for SMAX.

If you have more than one Service Manager account linked to your email address, you may receive multiple emails and should only follow this process for the most appropriate account.

The details of this account are below:

USERNAME: [b_bullman](#)



EMAIL: brian.bullman@redcentricplc.com

The recovery process is broken down into 2 steps.



Step 1 – This email asks you to validate that you control the email address shown above and that you want to proceed with the password reset. To INVALIDATE your existing password please click on the following link.
[Click here to Reset Password for brian.bullman@redcentricplc.com](#)

Step 2 – Once you have validated your email, you will be sent a second email with a link to reset your password.

Regards
Redcentric Support

 Redcentric Support www.redcentricplc.com


Step 5 – When you have clicked on the password reset hyperlink, you will receive confirmation that your old password has been invalidated

Thank you for validating your email address linked to your account.

Any previous password will now be invalidated and you should receive a new email with a secure link allowing you to set a new password.


Regards,
Redcentric Support

Password recovery process

Step 6 – You will receive a second email with a link to amend your password

User account activation



 SMAX Service Portal
To Brian Bullman

Hi BULLMAN, BRIAN,

To activate your user account (Login name: [b_bullman](#)) in Service Management Automation, click the link below:

<https://serviceportal.redcentricplc.com:443/bo/expose/resetPassword/token/eyJhbGciOiJIUzUxMiJ9.eyJqdGkiOiIxMDAwNDM5Iiwic3VlIjojYnJp>

The link can be used only once and expires after 3 days.

 Redcentric Support www.redcentricplc.com


Step 7 – Complete SMAX password reset form

Service Management Automation

RESET PASSWORD

Password is valid.

Match!

Don't want to reset the password?

Password recovery process

Step 8 – Login with your username and new password

REDCENTRIC SERVICE PORTAL

User Name

Password

[BACK](#) [LOGIN](#)

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