

Using the AEROS Password Reset Utility

In line with other imminent security updates to AEROS, we have introduced a password reset facility for AEROS users. This allows you to reset your own password rather than contacting support to do this on your behalf, see [How do I reset my own password for AEROS?](#) On page 1 for details

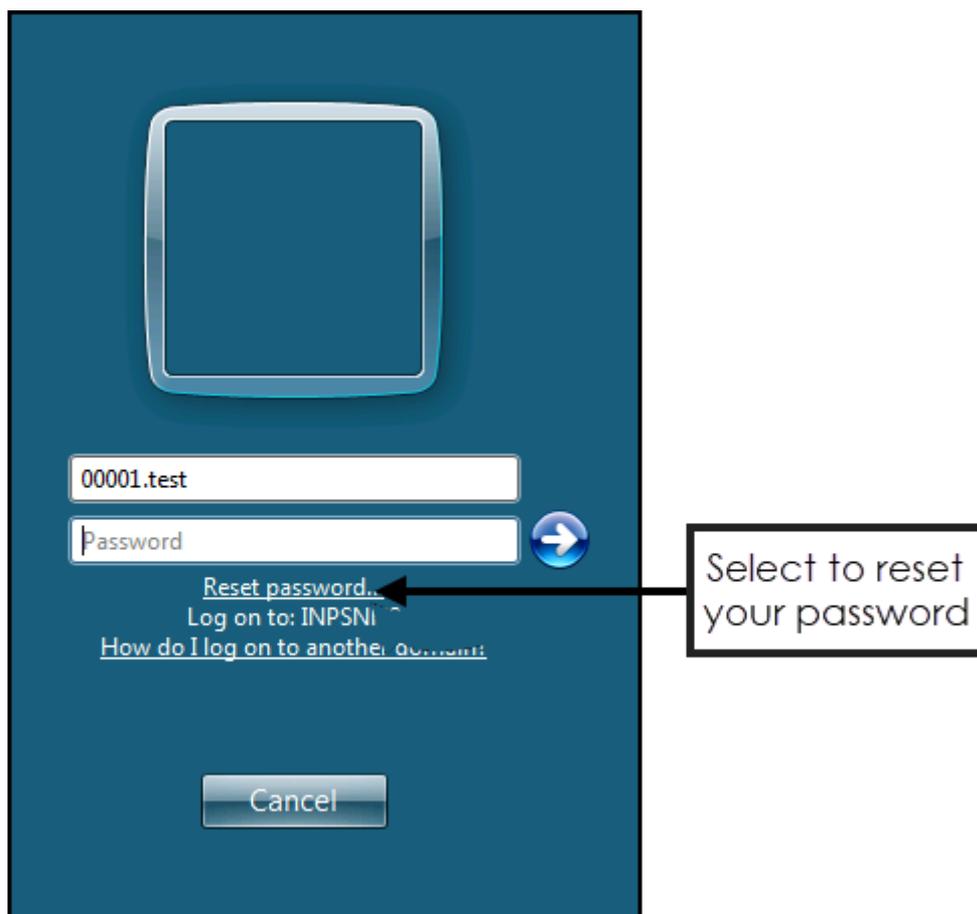
In order to use the new utility, each AEROS user must first enrol for the service, see [Enrolling for the Password Rest Service](#) on page 4 for details.

How do I reset my own password for AEROS?

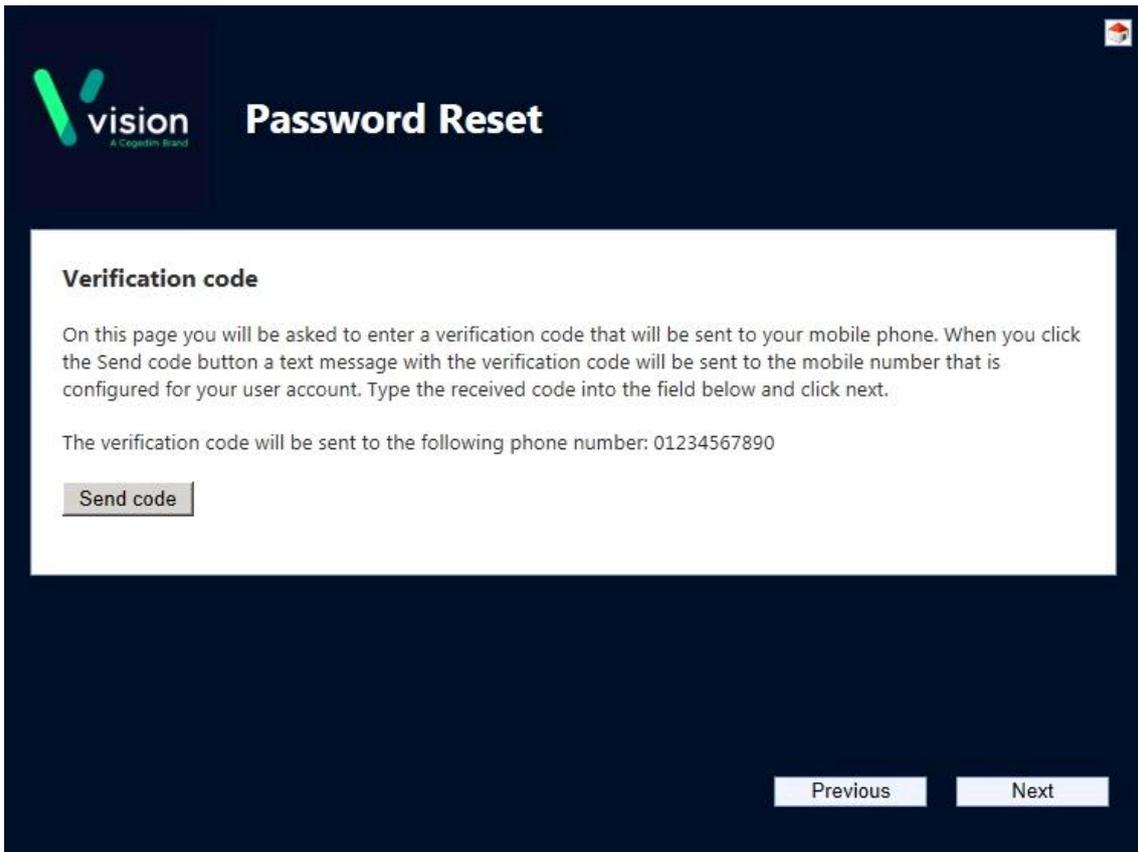
Providing you have enrolled for the AEROS Password Rest Service, and you have your mobile phone to hand, you can reset your own AEROS password, see [Enrolling for the Password Rest Service](#) on page 4 for details on the enrolling process.

To reset your AEROS password:

1. From the AEROS log in screen, select **Reset password:**



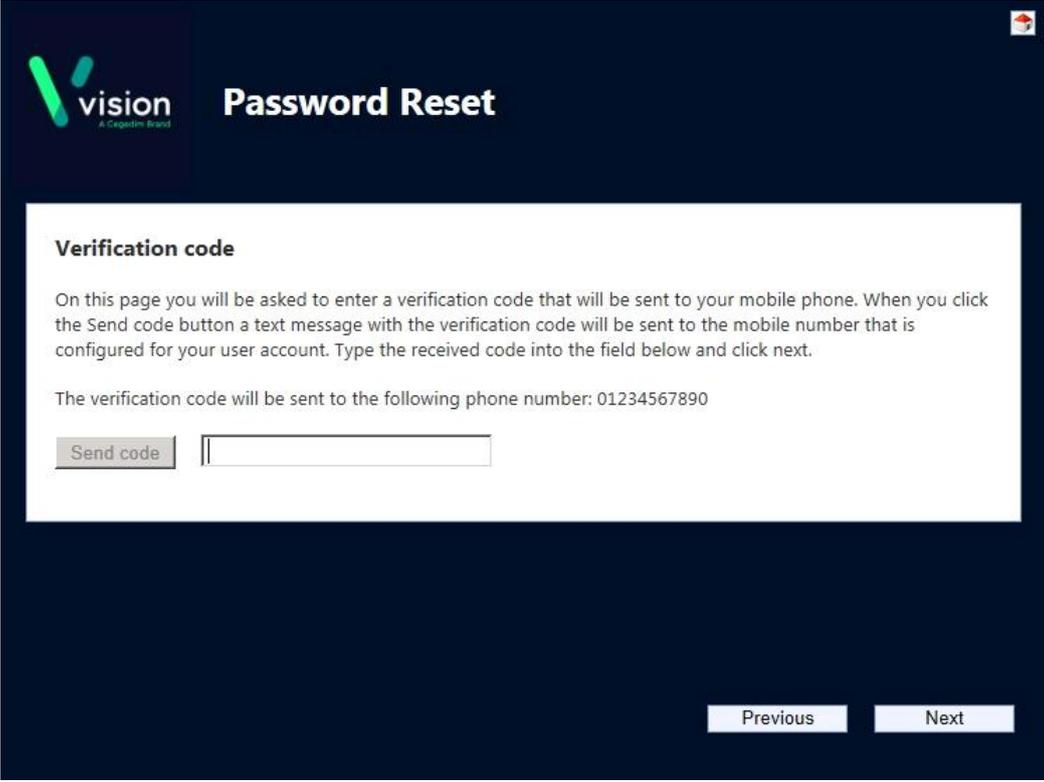
2. The **Password Reset** service **Welcome** screen displays.
3. Complete as follows:
 - **User name** - Enter your AEROS user name.
 - **Select Language** - Select a language from the available list, **English (United States)** is recommended.
4. Now, select **Next**.
5. The first **Verification code** screen displays, it shows the mobile phone number that is set up to receive the verification code:



The screenshot shows a dark blue background with the 'vision' logo (A Cegedim Brand) and the title 'Password Reset' in white. A white box contains the following text: 'Verification code', 'On this page you will be asked to enter a verification code that will be sent to your mobile phone. When you click the Send code button a text message with the verification code will be sent to the mobile number that is configured for your user account. Type the received code into the field below and click next.', and 'The verification code will be sent to the following phone number: 01234567890'. Below this text is a 'Send code' button. At the bottom right of the screen are 'Previous' and 'Next' buttons.

6. Select **Send code** and then **Next**. A code is sent to your mobile phone.

- The second **Verification code** screen displays, enter the code sent to your mobile phone and then select **Next**:



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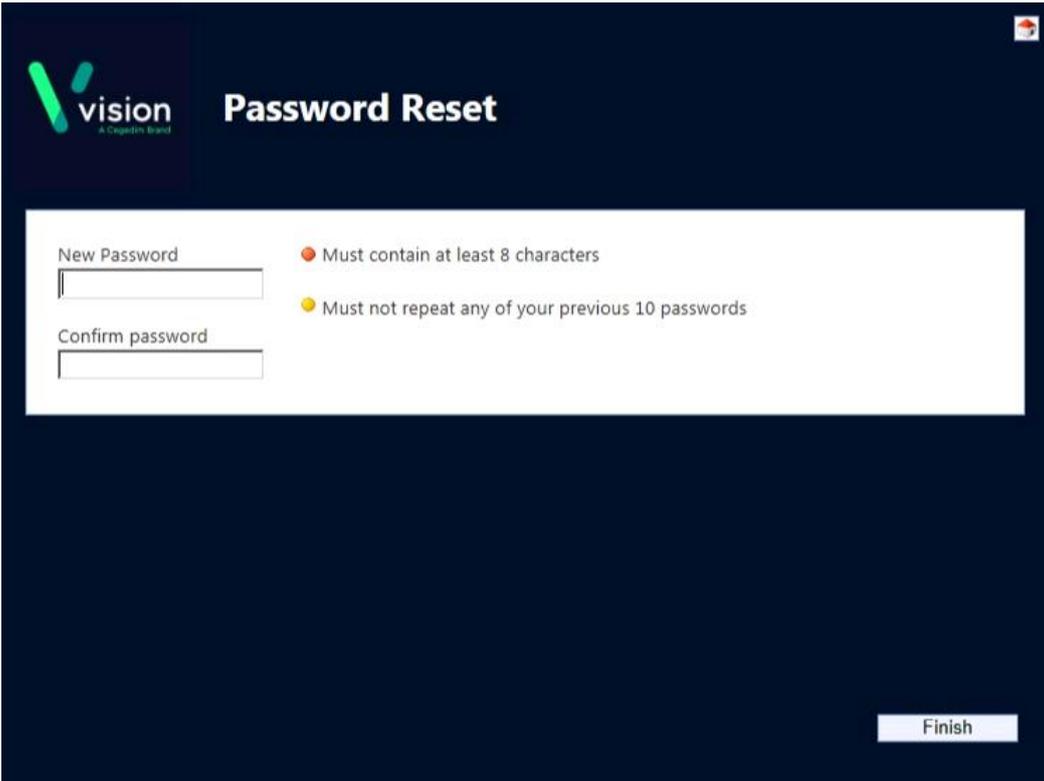
Verification code

On this page you will be asked to enter a verification code that will be sent to your mobile phone. When you click the Send code button a text message with the verification code will be sent to the mobile number that is configured for your user account. Type the received code into the field below and click next.

The verification code will be sent to the following phone number: 01234567890

- The **New Password** screen displays, enter the new password you wish to use and then confirm it.

 **Note** - Your new password must conform to the criteria detailed on the screen.



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New Password ● Must contain at least 8 characters

Confirm password ● Must not repeat any of your previous 10 passwords

9. Select **Finish**.

10. The **Password reset complete** screen displays, select **Close**.

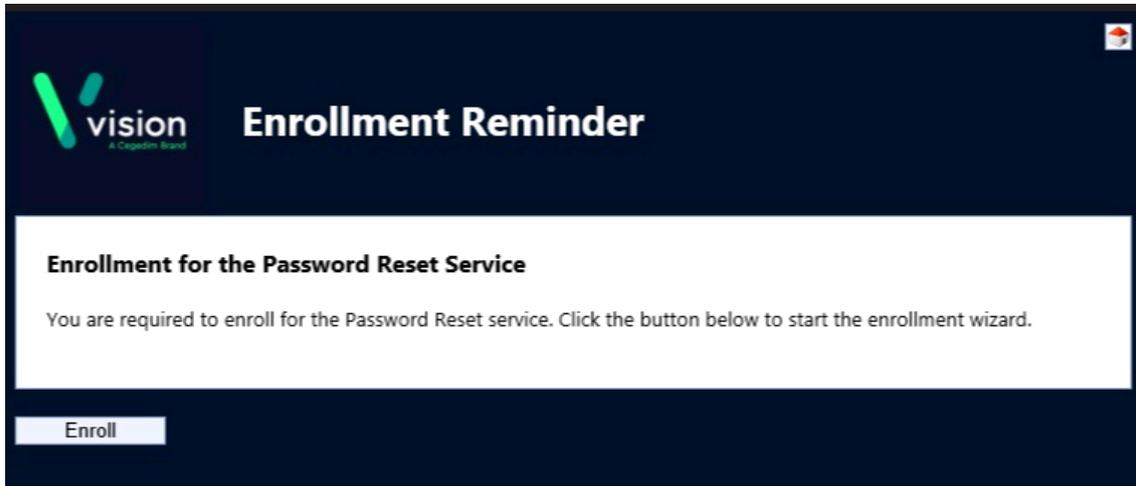
How to change your registered mobile phone number

If you change your mobile phone number please contact the Cegedim Healthcare Solutions Helpdesk on the usual number and they can assist you in updating the number for the reset utility.

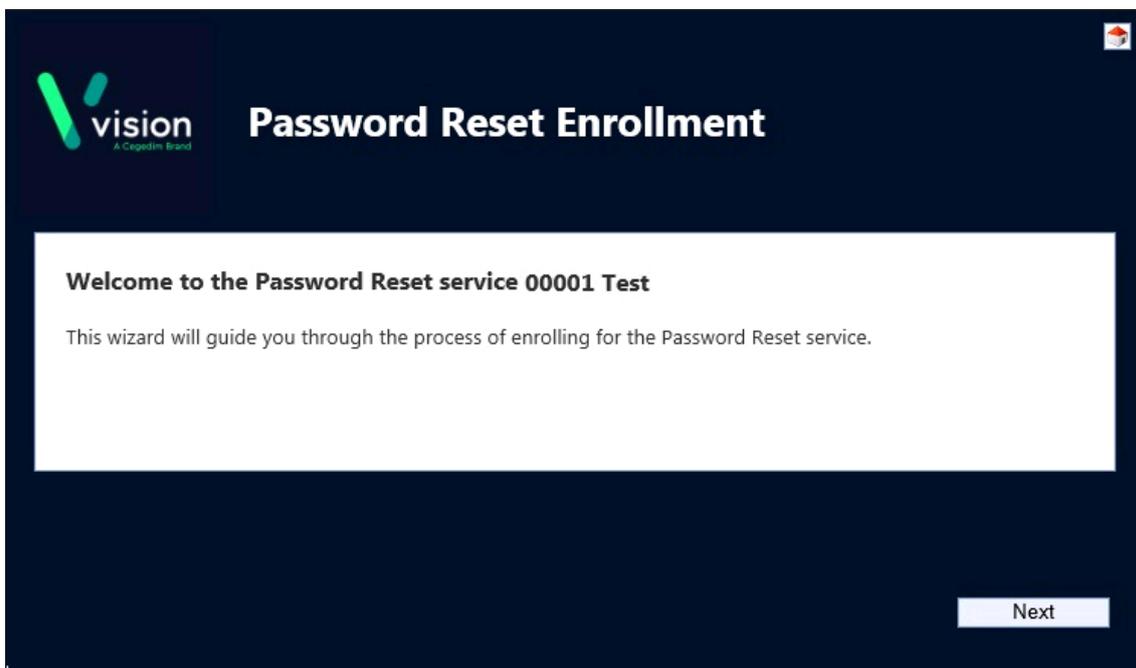
Enrolling for the Password Rest Service

To enrol, you need a current AEROS log in and password and your mobile phone:

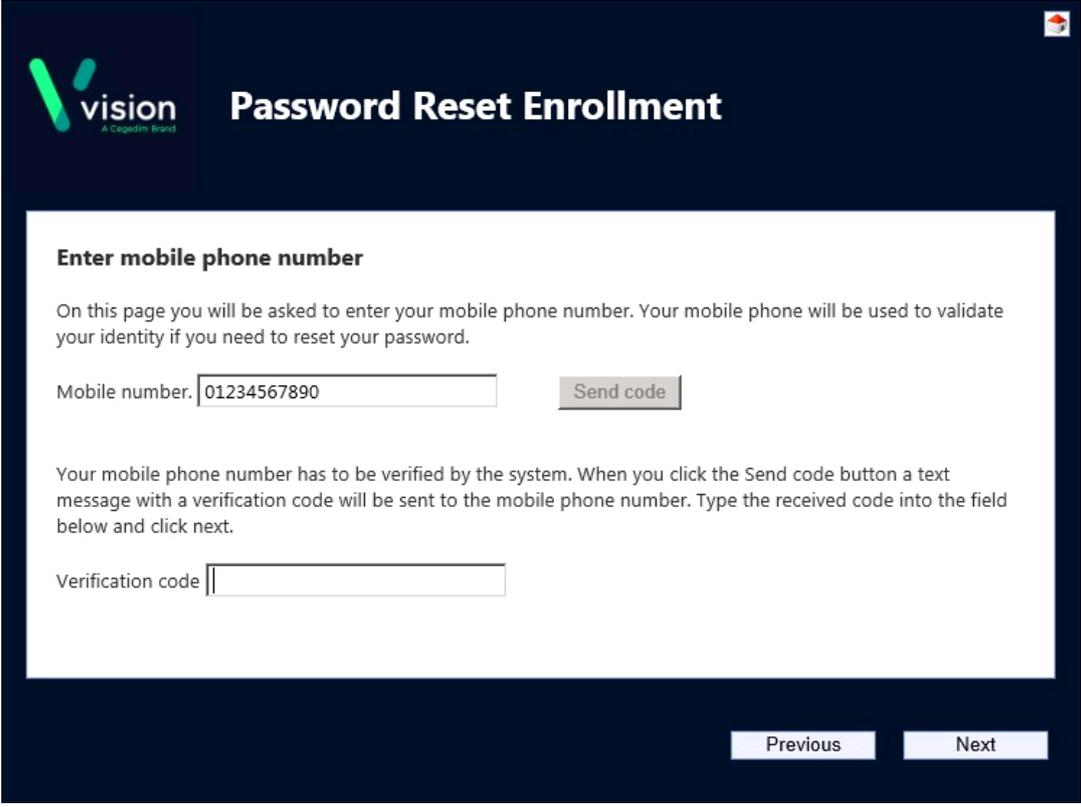
1. Until you enrol, each time you log into AEROS with your usual log in details, the **Enrollment Reminder** screen displays:



2. Select **Enroll** to start the enrolment process.
3. The **Welcome** screen displays, select **Next** to continue:



4. The **Enter mobile phone number** screen displays:



The screenshot shows a dark blue interface with the 'vision' logo and 'Password Reset Enrollment' title. The main content area is white and contains the following text and form elements:

Enter mobile phone number

On this page you will be asked to enter your mobile phone number. Your mobile phone will be used to validate your identity if you need to reset your password.

Mobile number.

Your mobile phone number has to be verified by the system. When you click the Send code button a text message with a verification code will be sent to the mobile phone number. Type the received code into the field below and click next.

Verification code

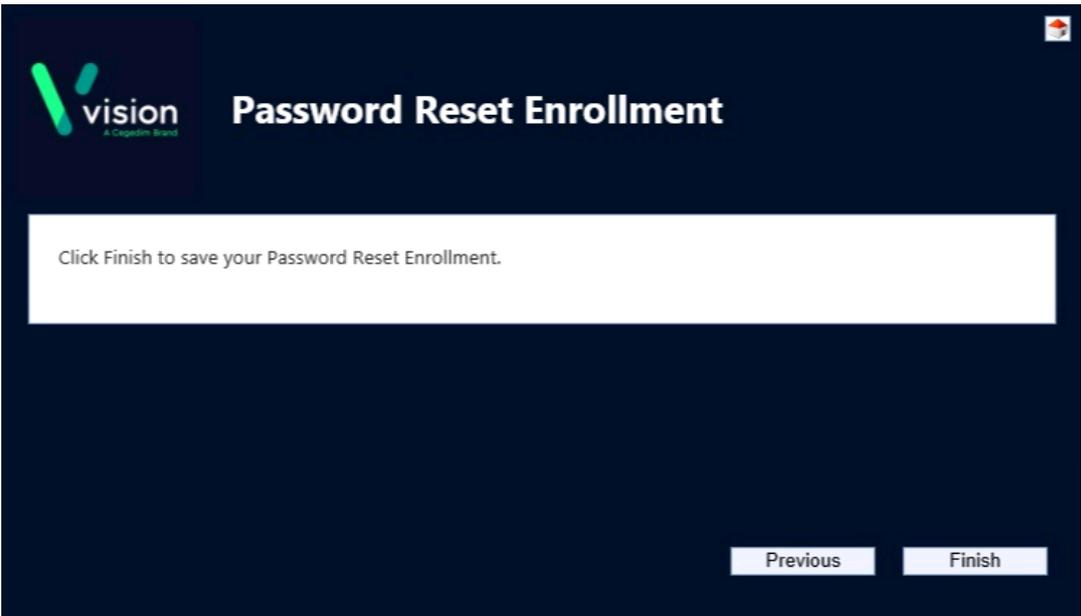
At the bottom right, there are two buttons: 'Previous' and 'Next'.

5. Complete as follows:

- **Mobile number** - Enter your mobile phone number and select **Send code**.
- **Verification code** - Enter the code that is sent to your mobile phone.

6. Select **Next**.

7. The save screen displays, select **Finish**:



The screenshot shows a dark blue interface with the 'vision' logo and 'Password Reset Enrollment' title. The main content area is white and contains the following text and form elements:

Click Finish to save your Password Reset Enrollment.

At the bottom right, there are two buttons: 'Previous' and 'Finish'.

8. The successfully completed screen displays, select **Close**.