

## Forgot Your Password?

You will need to answer two Security/Challenge questions to reset your password.



*For information on how to change your password if you are already logged on, refer to [Change Your Password](#).*

1. On the Sign-In page, click **Log In**.
2. On the **One Account, Secure Access** page, enter User ID/Email ID.
3. Click **CONTINUE**.
4. Click **Forgot Password**.
5. If you had registered your cell phone for OTP, then enter the OTP that is received on your phone. If you had not registered your cell phone for OTP, then **Answer Security Questions**.
  - o In the **Question** drop-down list, select any two questions and type the corresponding answers in the respective **Answer** fields.



*For more information on how to register your phone for OTP, please refer to [Site User Manage OTP Password Job Aid](#).*

6. Click **CONTINUE**.
7. On the **Create New Password** page, type and re-type your new password in the **New Password** and **Re-enter New Password** boxes respectively.



*The password must be a minimum of eight and maximum of 16 characters. The password must contain at least one letter, one numeric value, and one special character ( \_ \* & ^ % \$ # @ ! ). You cannot repeat the last 10 passwords.*

8. Click **SUBMIT**.

## Forgot Answers to Security/Challenge Questions?



If you have forgotten the answers to your Security/Challenge questions, while resetting your password or while logging on, you can contact the [SIP Helpdesk](#) or send an email to [SIPHelp@Cognizant.com](mailto:SIPHelp@Cognizant.com) and follow the instructions in the response email.

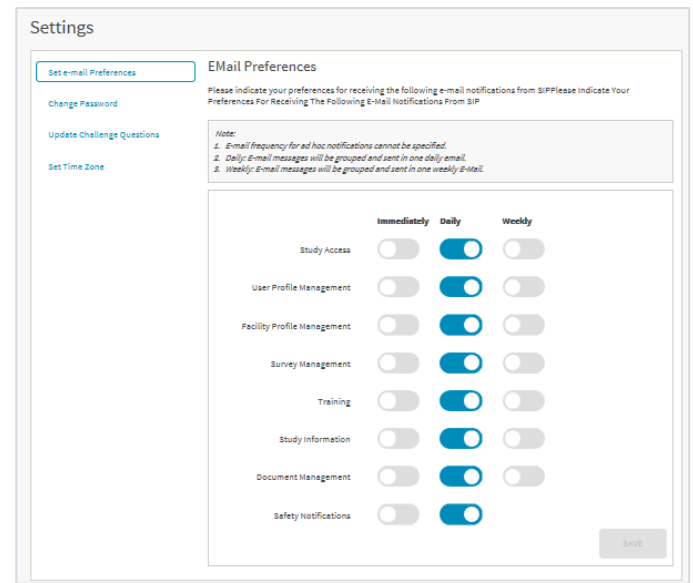
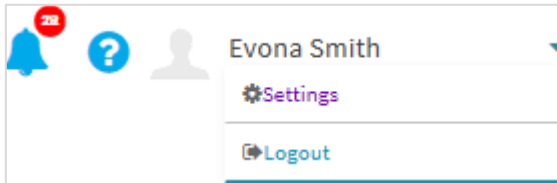


*For information on how to update your Challenge questions, refer to [Update Challenge Questions](#).*

## Changing Your Password and Challenge Questions after Logging on

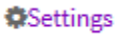
After logging on, you can reset your password and Challenge questions from the **Settings** menu.

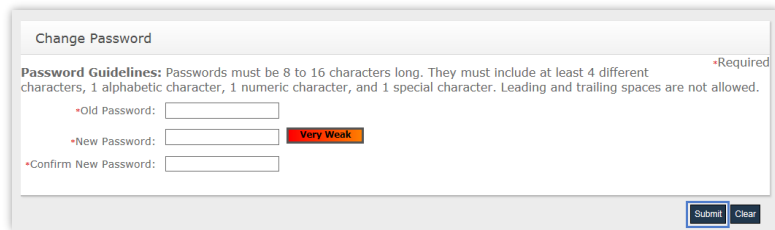
To access the **Settings** menu, on the upper right corner of any page in SIP, click  and then select  **Settings**.



## Change Your Password

For security reasons, password resets are required every 90 days. Ten days prior to the password expiration date, SIP prompts you to change your password when you log on. You may change your password as often as you like.

1. Click  and then click **Change Password**.
2. On the **Change Password** page, enter the following details:
  - **Old Password**—Type your current password.
  - **New Password**—Type your new password.
  - **Confirm New Password**—Re-type your new password.



The screenshot shows a 'Change Password' form with the following fields and instructions:

- Password Guidelines:** Passwords must be 8 to 16 characters long. They must include at least 4 different characters, 1 alphabetic character, 1 numeric character, and 1 special character. Leading and trailing spaces are not allowed. (Marked as Required)
- Old Password:** Input field with a red asterisk indicating it is required.
- New Password:** Input field with a red asterisk and a 'Very Weak' strength indicator.
- Confirm New Password:** Input field with a red asterisk.
- Buttons: **Submit** and **Clear**.




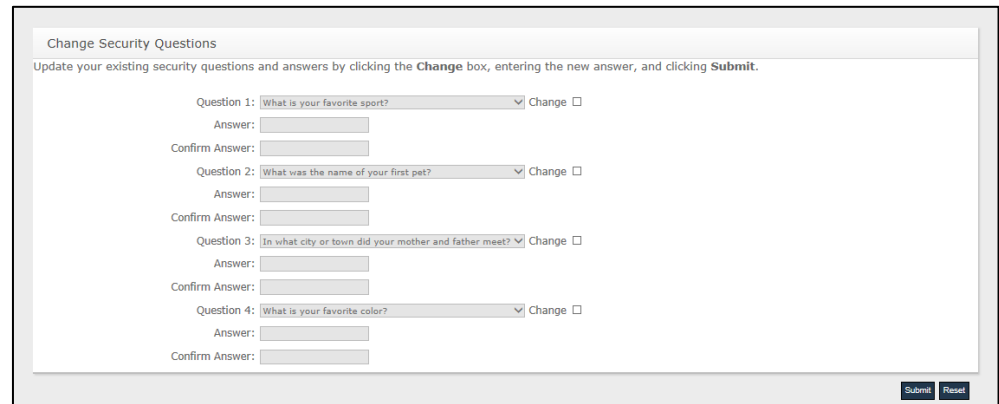
*The password must be a minimum of eight and maximum of 16 characters. The password must contain at least one letter, one numeric value, and one special character (\_ \*& ^ % \$ # @ !). The system will not allow you to use the last 10 passwords.*

3. Click **Submit**.

## Update Challenge Questions

The Security questions (also called Challenge questions) allow you to secure your User ID and password. You can update these questions and answers.

1. Click  and then click **Update Challenge Questions**.
2. On the **Change Security Questions** page, select the **Change** check box(es) next to the question(s) that need(s) to be updated.
3. In each **Question** drop-down list, select a question. In the respective **Answer** drop-down list, type the corresponding answer.



The screenshot shows the 'Change Security Questions' form with the following structure:

- Header: **Change Security Questions**
- Instruction: Update your existing security questions and answers by clicking the **Change** box, entering the new answer, and clicking **Submit**.
- Question 1: What is your favorite sport? (Change )
  - Answer: [Input field]
  - Confirm Answer: [Input field]
- Question 2: What was the name of your first pet? (Change )
  - Answer: [Input field]
  - Confirm Answer: [Input field]
- Question 3: In what city or town did your mother and father meet? (Change )
  - Answer: [Input field]
  - Confirm Answer: [Input field]
- Question 4: What is your favorite color? (Change )
  - Answer: [Input field]
  - Confirm Answer: [Input field]
- Buttons: **Submit** and **Reset**.

4. Click **Submit**.