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For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

SIP Help Desk Email: SIPHelp@Cognizant.com | Telephone: See [Help Desk](#)

1 Forgot Your Password?

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

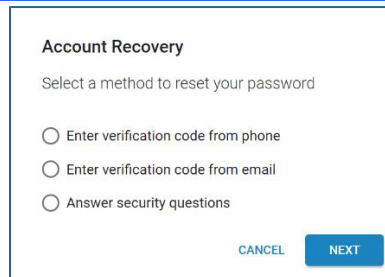


For information on how to change your password if you are already logged on, refer to [Change Your Password](#).

1. On the Sign-In page, click **Log In**.
2. On the **Login** page, enter Email ID.
3. Click **Next**.
4. Click **Forgot Password**.
5. On the **Account Recovery** page, select **Enter Verification Code from phone** to receive an OTP on your registered cell phone.
6. If you have not registered your cell phone for OTP, select **Answer Security Questions** or **Enter verification code from email**. Click **Next**



The verification code in the email received expires in 30 minutes.



Account Recovery

Select a method to reset your password

Enter verification code from phone

Enter verification code from email

Answer security questions

CANCEL NEXT

7. In the **Question** drop-down list, select any two questions and type the corresponding answers in the respective **Answer** fields.
OR
8. Type the verification code that you receive on your registered email ID.



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

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



*Refer below link for password creation and reset policy details:
<https://my.exostar.com/display/EFD/Password+Policies>*

11. Click **SUBMIT**.

2 Forgot Answers to Security/Challenge Questions?

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

OR

Reset your answers after you have logged on to SIP. For details, refer [Changing Your Password and Challenge Questions after Logging on](#).


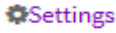


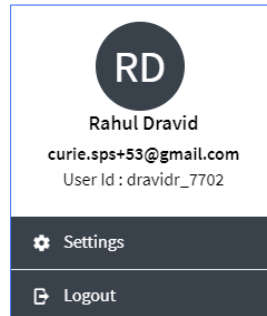
For information on how to update your Challenge questions, refer to [Update Challenge Questions](#).

For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

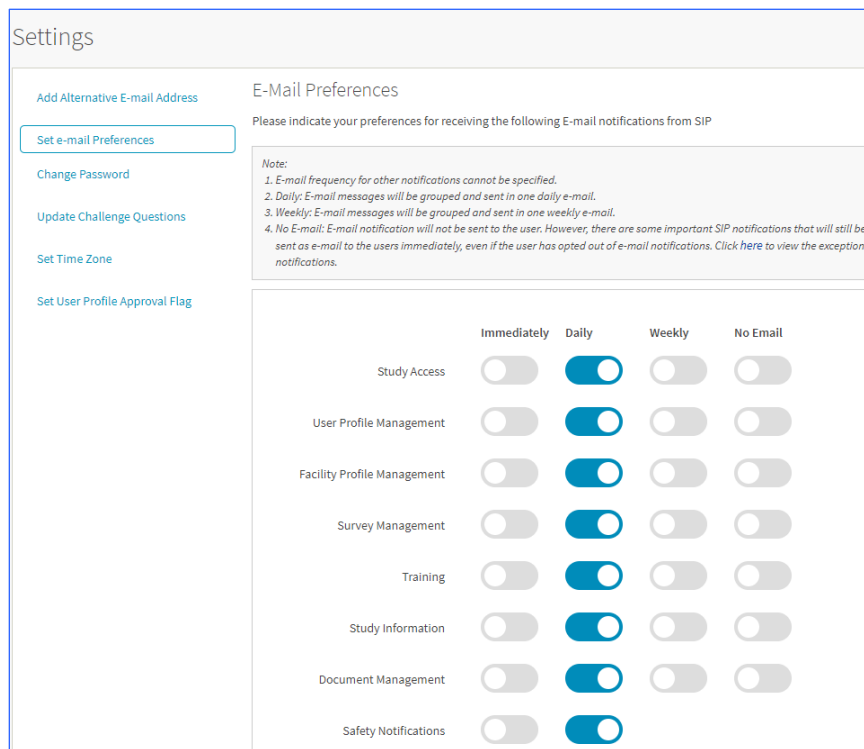
SIP Help Desk Email: SIPHelp@Cognizant.com | Telephone: See [Help Desk](#)

3 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  .




The **Settings** page is displayed.



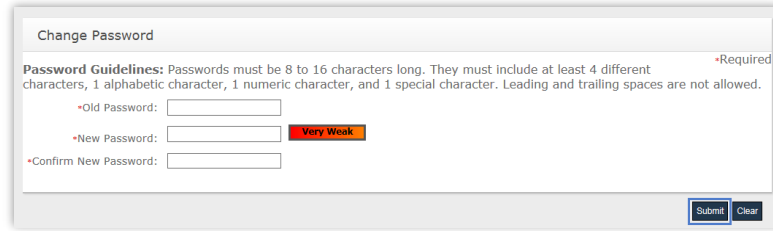
4 Change Your Password

For security reasons, password resets are required every 90 days. 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.

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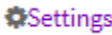


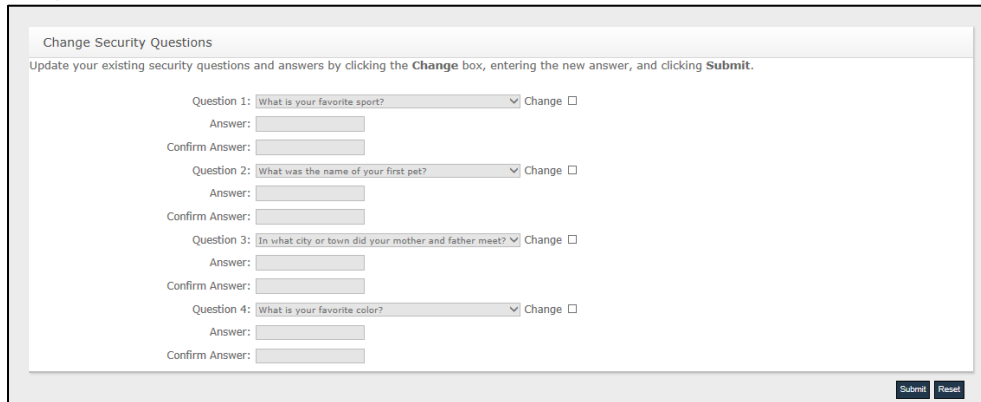

*The password must be a minimum of eight and maximum of 16 characters. The password must contain at least one letter, one numeric value, and one special character (_ * & ^ % \$ # @ !). The system will not allow you to use the last 10 passwords.*

3. Click **Submit**.

5 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.



4. Click **Submit**.

For a detailed description on each activity explained in this Job Aid, refer to the [SIP Site User Online Help](#).

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