

Table of Contents

1	Forgot Your Password?	4
2	Forgot Answers to Security/Challenge Questions?.....	5
3	Changing Your Password and Challenge Questions after Logging on	5
4	Change Your Password.....	6
5	Update Challenge Questions	6

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](#)

Legal Notice

These materials have not been published and are not available to the general public because they are proprietary to Cognizant and contain Cognizant confidential and/or trade secret information, including without limitation the descriptions of features, functions, methods, techniques, and technical concepts contained herein. These materials may also contain information covered by U.S. and/or foreign patents or patent applications. Use, distribution or copying of these materials, in whole or in part, is forbidden, except with Cognizant's express prior written permission.

The documentation is provided "as is" and all express or implied conditions, representations and warranties, including any implied warranty of merchantability, fitness for a particular purpose or non-infringement, are disclaimed, except to the extent that such disclaimers are held to be legally invalid. Cognizant shall not be liable for any incidental or consequential damages in connection with the furnishing, performance, or use of this documentation. The information contained in this documentation is subject to change without notice.

Cognizant® and Shared Investigator Platform are either registered trademarks or trademarks of Cognizant in the United States and other countries. Other trademarks referenced herein are the property of their respective owners.

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](#)

©2024 Cognizant Technology Solutions U.S. Corporation. All rights reserved.

Page 2 of 7

Revision History

Version	Date	Author	Changes
1.9	25 April 2022	Cognizant Technology Solutions	Release 7.1
1.10	04 July 2022	Cognizant Technology Solutions	Release R 7.1.1
1.11	24 January 2023	Cognizant Technology Solutions	Release R 8.2
1.12	08 May 2023	Cognizant Technology Solutions	Release 9.0 updates

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**.



In case the user raises a support ticket with the helpdesk, for resetting the password, the user will get a password reset link in an email with a link to reset the password that has a validity of 24 hours.

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](#)

©2024 Cognizant Technology Solutions U.S. Corporation. All rights reserved.

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](#).





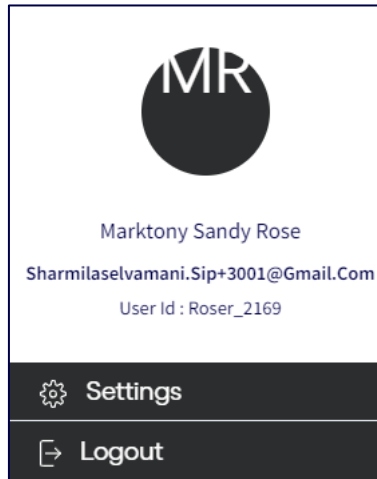
In case the user raises a support ticket with the helpdesk, for resetting the Security Challenge Questions/Answers, the user will get a Security Challenge Questions/Answers reset link in an email that is valid for 72 hours.



For information on how to update your Challenge questions, refer to Update Challenge Questions.

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  **Settings**.



The **Settings** page is displayed.

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](#)

©2024 Cognizant Technology Solutions U.S. Corporation. All rights reserved.

Settings

[Add Alternative E-Mail Address](#)

[Change Password](#)

[Update Challenge Questions](#)

[Set Time Zone](#)

[Set User Profile Approval Flag](#)

[Update Sip & Ir Consent](#)

Add Alternative E-mail Addresses

If you work for multiple facilities or multiple organizations, you may set up up to 10 Alternative E-mail addresses where notifications can be sent. You will always log in using your Primary E-mail address.

Add E-mail Address

[Add E-Mail Address](#)

E-mail Type	E-mail Address	Action
Primary E-mail Address	sharmilaselvamani.sip+3001@gmail.com	

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 **Settings** 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.

Change Password

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. *Required

*Old Password:

*New Password: Very Weak

*Confirm New Password:



*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 **Settings** 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.

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](#)

- In each **Question** drop-down list, select a question. In the respective **Answer** drop-down list, type the corresponding answer.

Change Security Questions

Update your existing security questions and answers by clicking the **Change** box, entering the new answer, and clicking **Submit**.

Question 1: Change

Answer:

Confirm Answer:

Question 2: Change

Answer:

Confirm Answer:

Question 3: Change

Answer:

Confirm Answer:

Question 4: Change

Answer:

Confirm Answer:

- Click **Submit**.

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](#)