Forgot/Reset Password User Guide

Introduction

A variety of reasons may be the cause of your inability to sign on to your Trade Monitoring System account:

1. Your entered password or username is wrong.
2. Your password expired after 90 days.
3. Your account was locked because of five failed password attempts in a day.
4. Your account was locked because of three failed password attempts within 15 minutes.

For issues 1 or 2, please follow the “Password Reset” instructions below. For issues 3 or 4, please review the “Account Unlock” section later in the document.

Password Reset

You can request a password reset by clicking the **Forget Password?** button on the login screen.

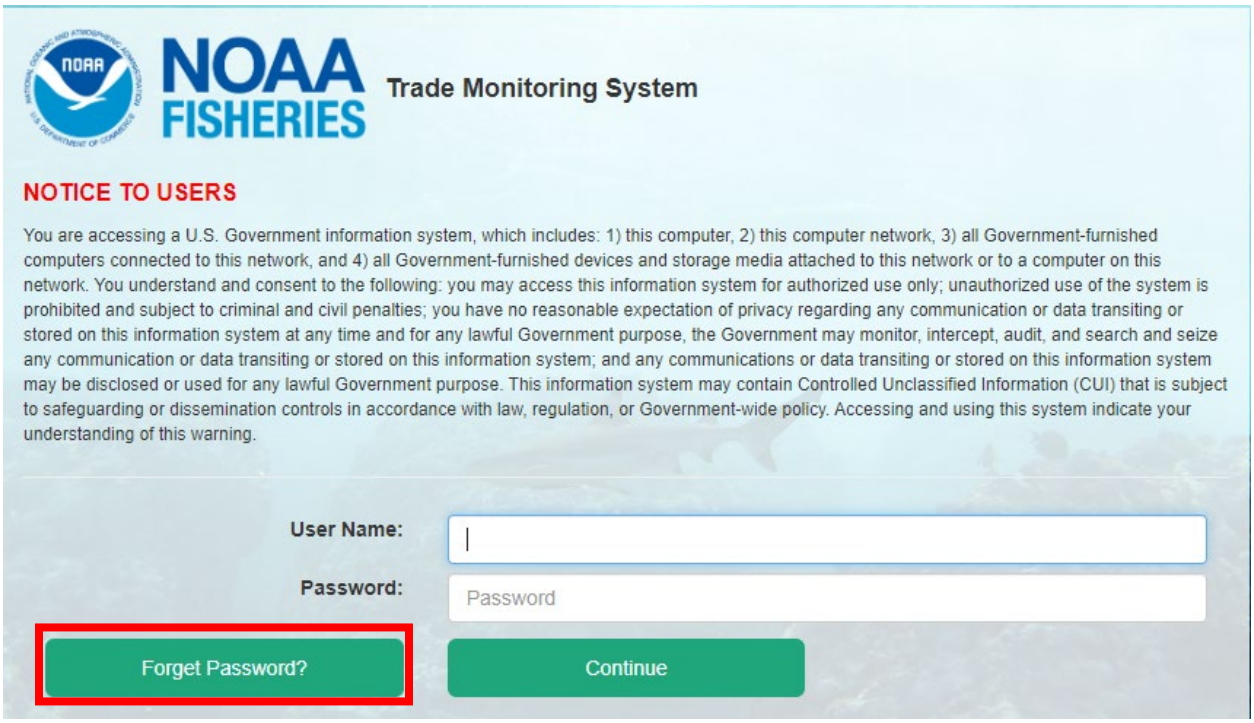


Figure 1: Login screen

On the next screen, enter the email address used for your login and click the **Reset Password** button. Or to attempt another password without resetting, click the **Back to Login** button to try again.

Figure 2: Email address entry

On the popup message, confirm that you want to proceed with the password reset by clicking the **Yes** button. To close the form without resetting, click the **Cancel** button.

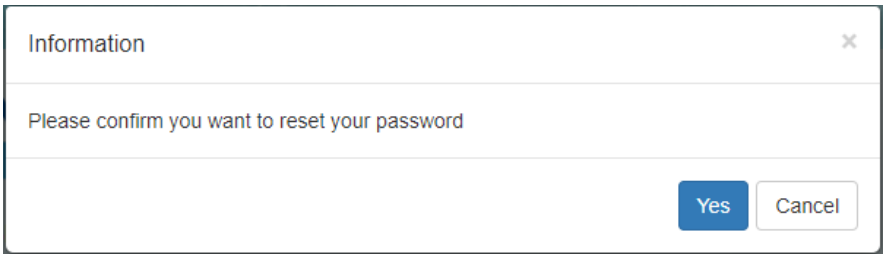


Figure 3: Password reset confirmation

A success message will pop up once the reset is complete. Click the X at the top right to close it and click the **Back to Login** button.

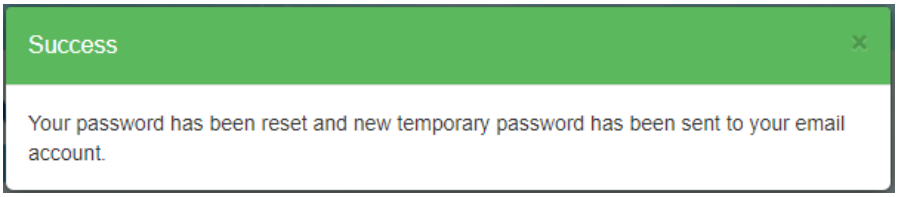
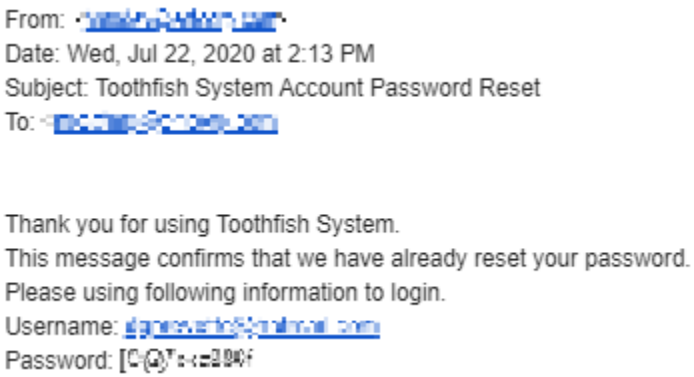


Figure 4: Password reset successful

Check your email inbox for a message containing your temporary password.


From: [redacted]
Date: Wed, Jul 22, 2020 at 2:13 PM
Subject: Toothfish System Account Password Reset
To: [redacted]

Thank you for using Toothfish System.
This message confirms that we have already reset your password.
Please using following information to login.
Username: [redacted]
Password: [redacted]

Figure 5: Password reset email

On the login form, enter your email address and the temporary password. Click the **Continue** button.

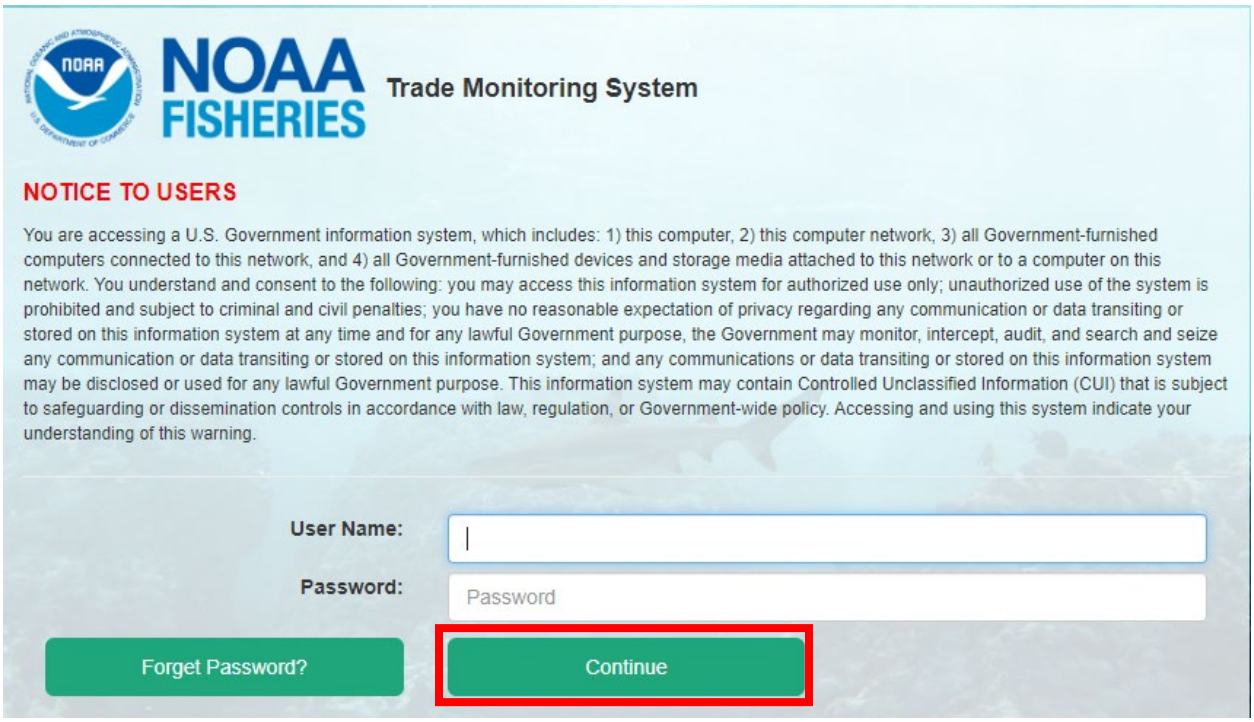


Figure 6: Temporary password login

You will then be prompted to save a new password. Rules for the password are on screen. Enter your new password into both fields and click the **Change Password** button.

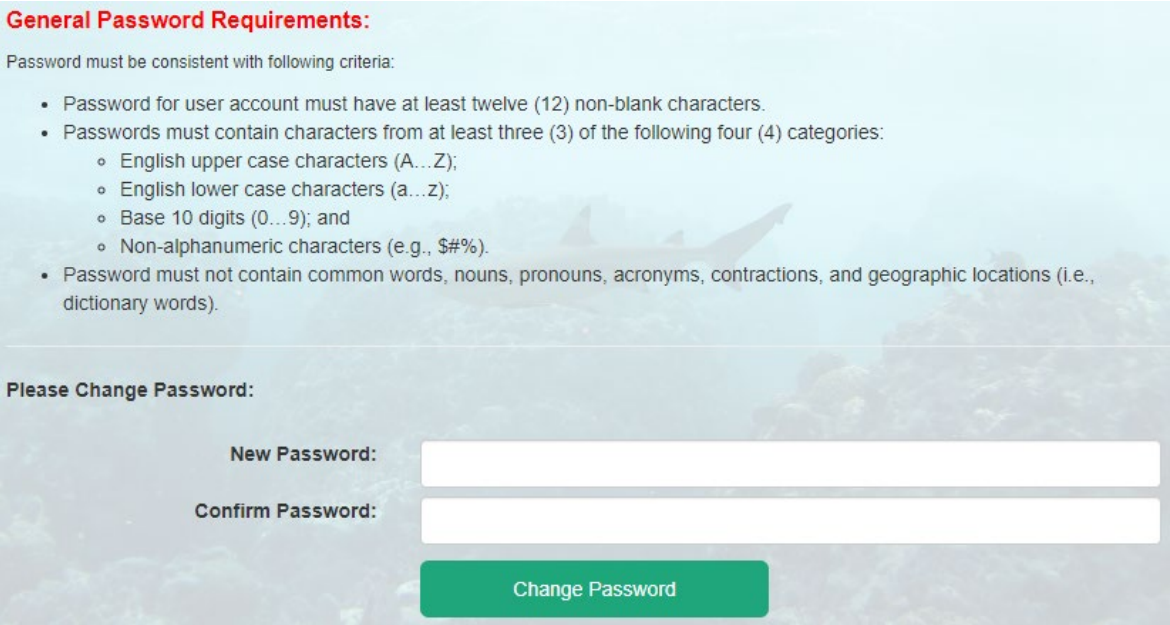


Figure 7: Change password form

The new password will be saved, and you will be signed on to the home screen.

Account Unlock

In the event your account becomes locked, you will see one of these error messages.

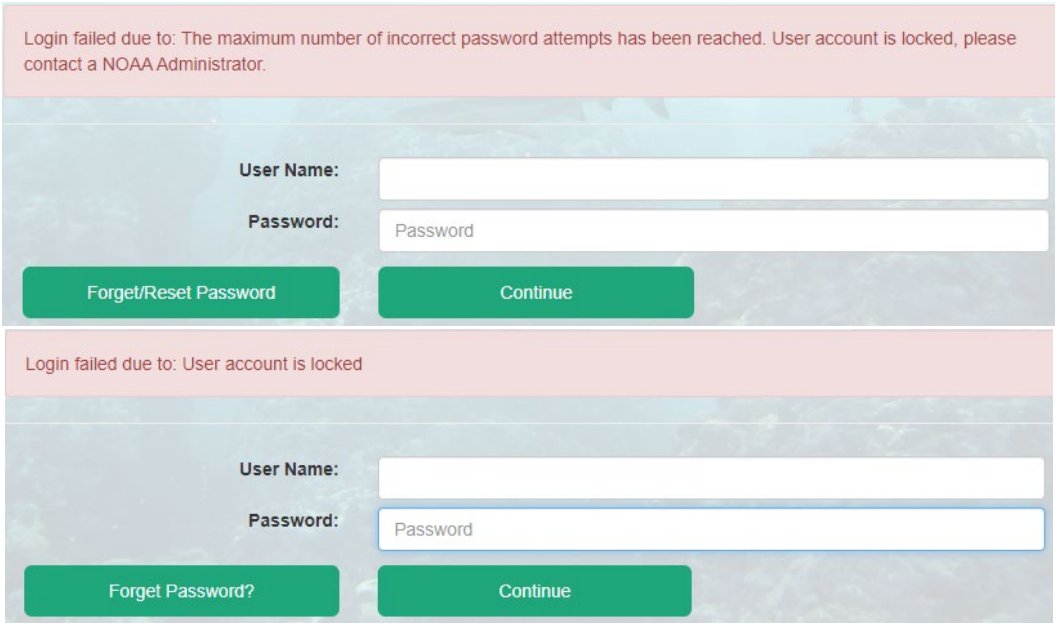


Figure 8: Account locked messages

To have your account unlocked, please contact one of the administrators below for assistance.

NOAA Staff	Email
Lori Robinson	lori.robinson@noaa.gov
Kim Dawson	kim.dawson@noaa.gov