

# 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

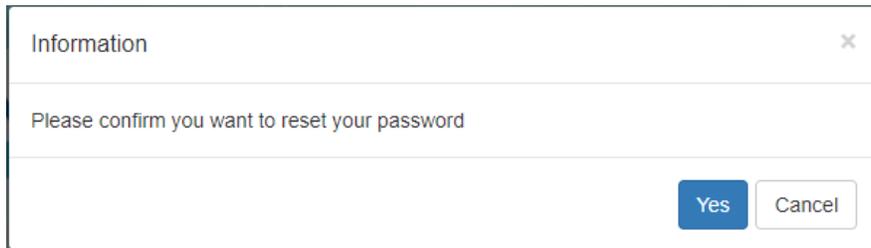
On the next screen, enter the email address used for your login and click the **Reset Password** button. Or to attempt another password without resetting, click the **Back to Login** button to try again.



The screenshot shows the NOAA Fisheries Trade Monitoring System Portal. At the top left is the NOAA logo. To its right is the text "NOAA FISHERIES" in large blue letters, followed by "Trade Monitoring System Portal" in smaller black text. Below this is a red heading "NOTICE TO USERS". The notice text states: "This is a Federal computer system and is the property of the United States Government. It is for authorized use only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized site, NOAA, and law enforcement personnel, as well as authorized officials of other agencies, both domestic and foreign. By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorized site or NOAA. Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use. LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning." Below the notice is a section titled "Reset Password:". It contains a label "Your Email:" followed by a white text input field. At the bottom of this section are two green buttons: "Back to Login" on the left and "Reset Password" on the right.

Figure 2: Email address entry

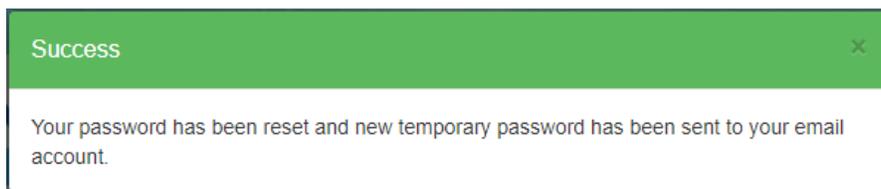
On the popup message, confirm that you want to proceed with the password reset by clicking the **Yes** button. To close the form without resetting, click the **Cancel** button.



The screenshot shows a white popup window with a title bar that says "Information" and a close button (X) on the right. The main content of the popup is the text "Please confirm you want to reset your password". At the bottom right of the popup are two buttons: a blue "Yes" button and a white "Cancel" button with a grey border.

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.



The screenshot shows a green popup window with a title bar that says "Success" and a close button (X) on the right. The main content of the popup is the text "Your password has been reset and new temporary password has been sent to your email account."

Figure 4: Password reset successful

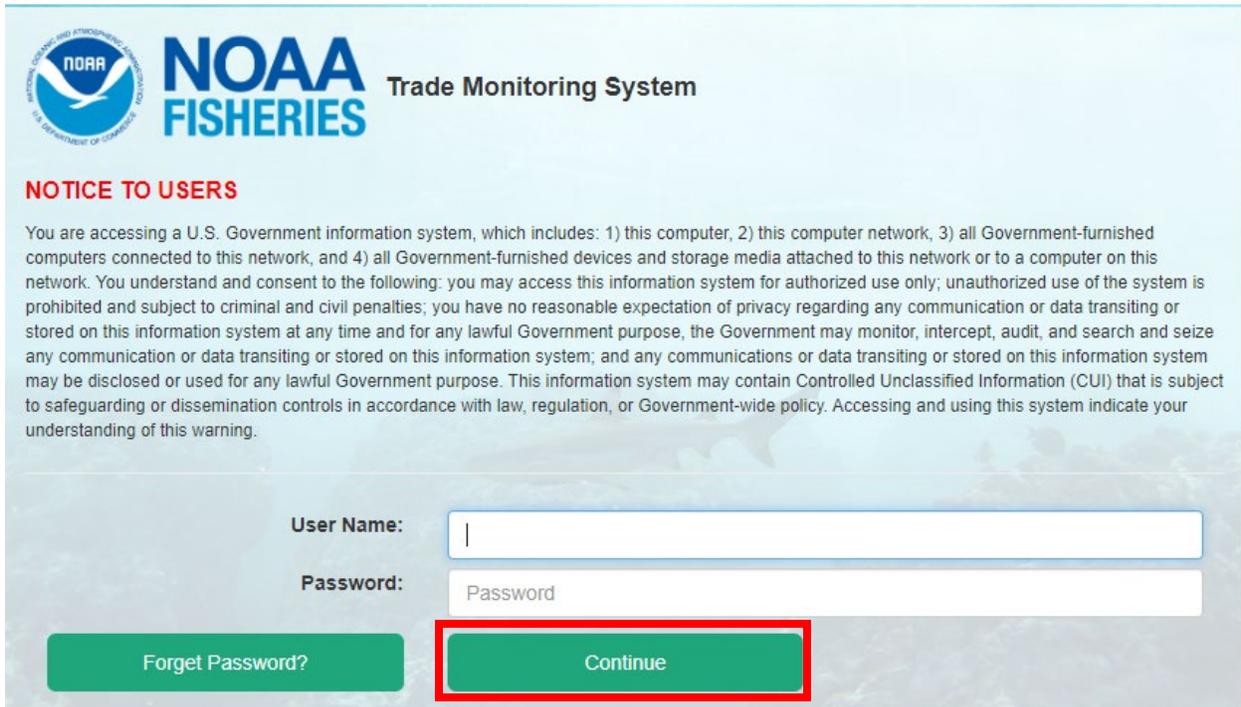
Check your email inbox for a message containing your temporary password.

From: [fishery@noaa.gov](mailto:fishery@noaa.gov)  
Date: Wed, Jul 22, 2020 at 2:13 PM  
Subject: Toothfish System Account Password Reset  
To: [fishery@noaa.gov](mailto:fishery@noaa.gov)

Thank you for using Toothfish System.  
This message confirms that we have already reset your password.  
Please using following information to login.  
Username: [fishery@noaa.gov](mailto:fishery@noaa.gov)  
Password: [C@T]:x=200f

Figure 5: Password reset email

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



The screenshot shows the NOAA Fisheries Trade Monitoring System login page. At the top left is the NOAA Fisheries logo. To its right is the text 'NOAA FISHERIES Trade Monitoring System'. Below this is a 'NOTICE TO USERS' section with a paragraph of legal disclaimer text. Underneath the notice is a login form with two input fields: 'User Name' and 'Password'. The 'User Name' field contains a vertical cursor. Below the input fields are two green buttons: 'Forget Password?' and 'Continue'. The 'Continue' button is highlighted with a red rectangular border.

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.

**General Password Requirements:**

Password must be consistent with following criteria:

- Password for user account must have at least twelve (12) non-blank characters.
- Passwords must contain characters from at least three (3) of the following four (4) categories:
  - English upper case characters (A...Z);
  - English lower case characters (a...z);
  - Base 10 digits (0...9); and
  - Non-alphanumeric characters (e.g., \$#%).
- Password must not contain common words, nouns, pronouns, acronyms, contractions, and geographic locations (i.e., dictionary words).

**Please Change Password:**

**New Password:**

**Confirm Password:**

**Change Password**

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.

Login failed due to: The maximum number of incorrect password attempts has been reached. User account is locked, please contact a NOAA Administrator.

**User Name:**

**Password:**

**Forget/Reset Password** **Continue**

Login failed due to: User account is locked

**User Name:**

**Password:**

**Forget Password?** **Continue**

Figure 8: Account locked messages

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

NOAA Staff	Email
Lori Robinson	<a href="mailto:lori.robinson@noaa.gov">lori.robinson@noaa.gov</a>
Kim Dawson	<a href="mailto:kim.dawson@noaa.gov">kim.dawson@noaa.gov</a>