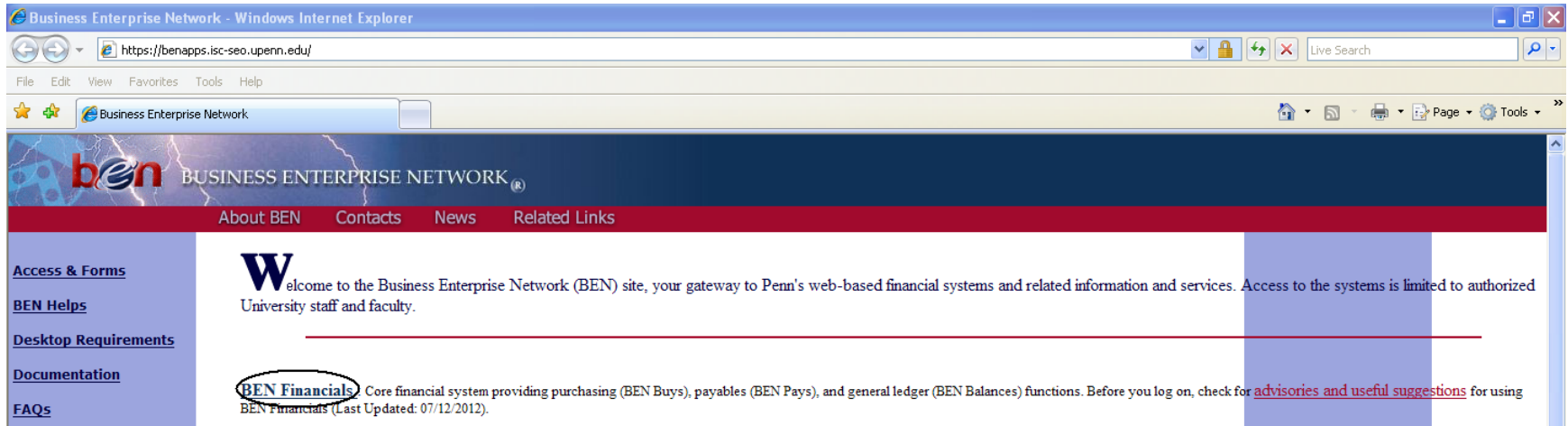


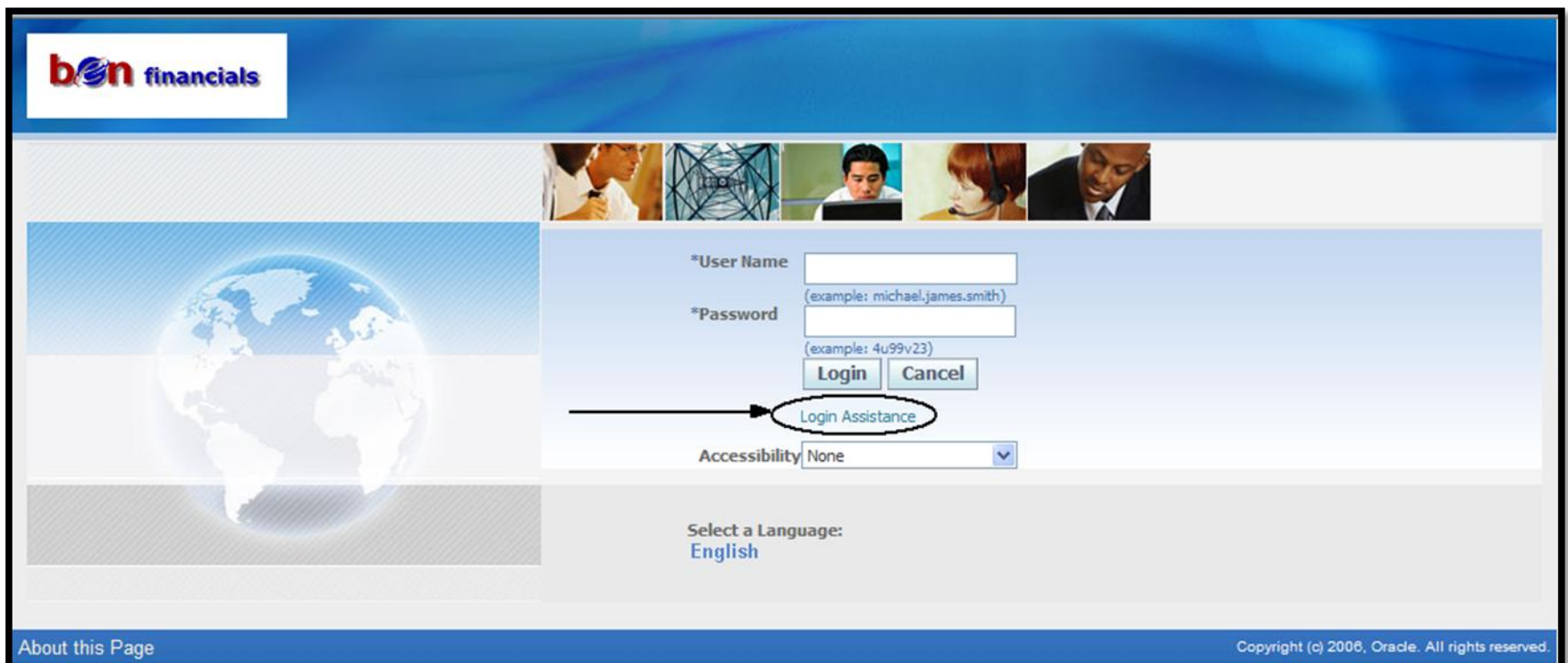
Logon Assistance - Forgot Username or Password

If you have forgotten your BEN Financials password you will no longer have to go to the Customer Service desk located at 3401 Walnut Street to have it reset. The password reset process can be completed from the convenience of your own workstation!

1. In order to reset your password simply visit the BEN Financials homepage (<http://benapps.isc-seo.upenn.edu>) and click the BEN Financials link.



2. Click on the 'Login Assistance' link



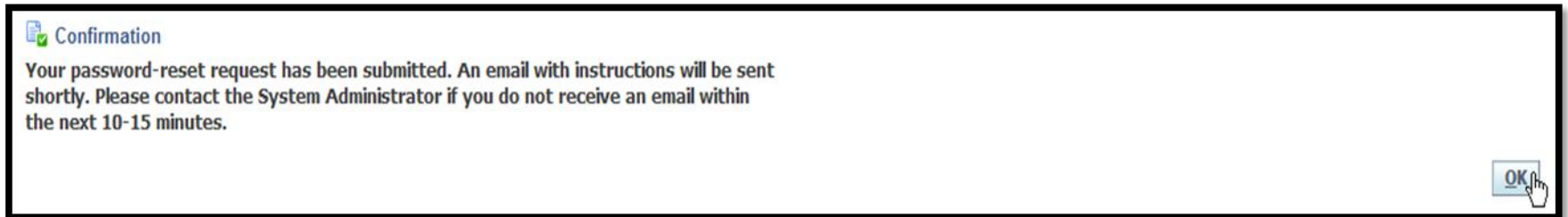
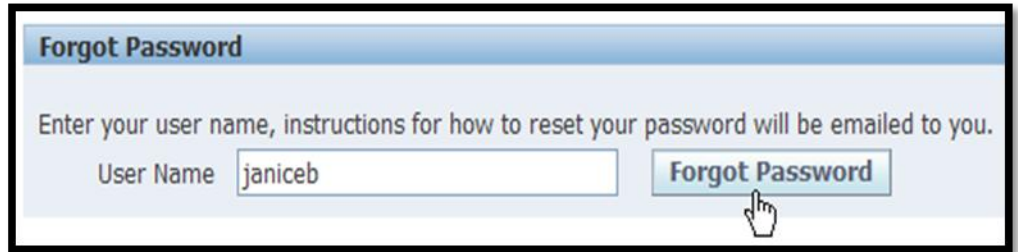
3. From the 'Login Assistance' page, you have the option to:
 - a. Reset your password – if you 'Forgot Password'
 - b. Obtain your user name – if you 'Forgot User Name'

| Login Assistance | |
|--|--|
| * Indicates required field | |
| Forgot Password | |
| Enter your user name, instructions for how to reset your password will be emailed to you. | |
| User Name | <input type="text"/> <input type="button" value="Forgot Password"/> |
| Forgot User Name | |
| Enter the email address associated with your account, your user name will be emailed to you. | |
| Email | <input type="text"/> <input type="button" value="Forgot User Name"/> |
| (Example: first.last@domain.com) | |

Forgot Password

If you forgot your password:

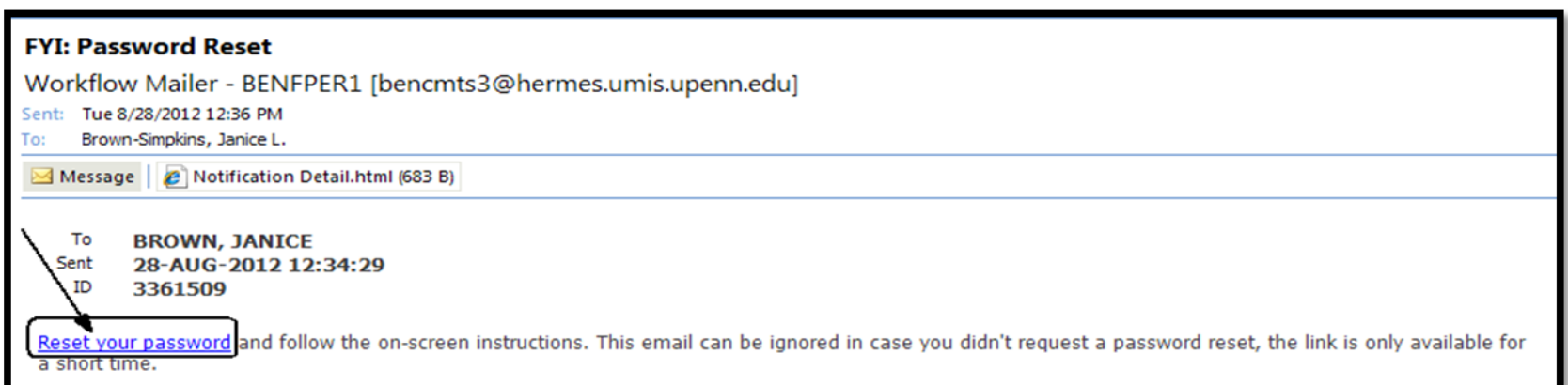
1. Enter your 'User Name'
2. Select 'Forgot Password' button
3. Once you click the 'Forgot Password' button
 - a. A confirmation message is received
 - b. An e-mail will also be sent to you (the e-mail is sent to the address on record in BEN Financials)



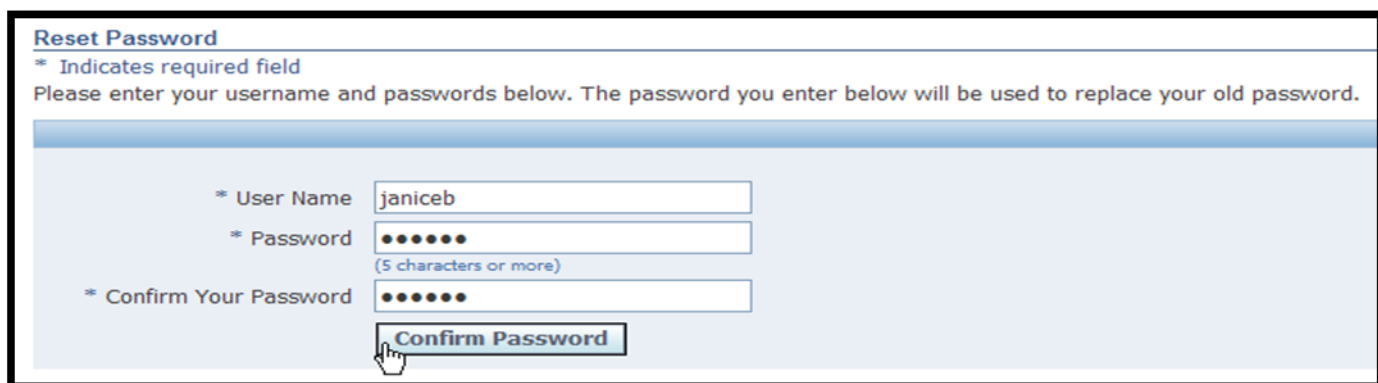
4. Hit "OK" button and it takes you back to the log in screen
5. Once you submit the request, you will receive an e-mail
 - a. E-mail from: Workflow Mailer - BENFPROD [bencompr1@hermes.umis.upenn.edu] –with the Subject "FYI: Password Reset"



6. Click on the link 'Reset your password' in the e-mail and follow the on-screen instructions



7. From the 'Reset Password' screen, enter your User Name and new Password
NOTE: the password you enter will be used to replace your old password



8. Once you click on the 'Confirm Password' button [after you enter your username & passwords]:
 - a. A confirmation message is received
 - b. Click the 'OK' button to return to the BEN Financials Logon screen

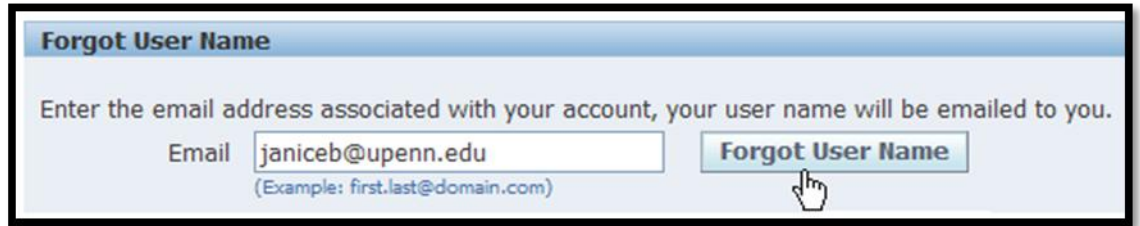


9. Enter your new password to log into BEN Financials

Forgot User Name

If you forgot your user name:

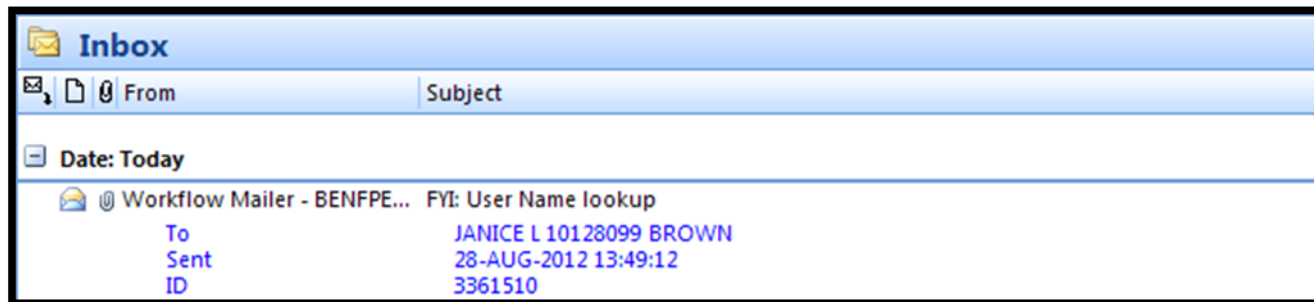
1. Enter your 'Email Address'
2. Select Forgot User Name button



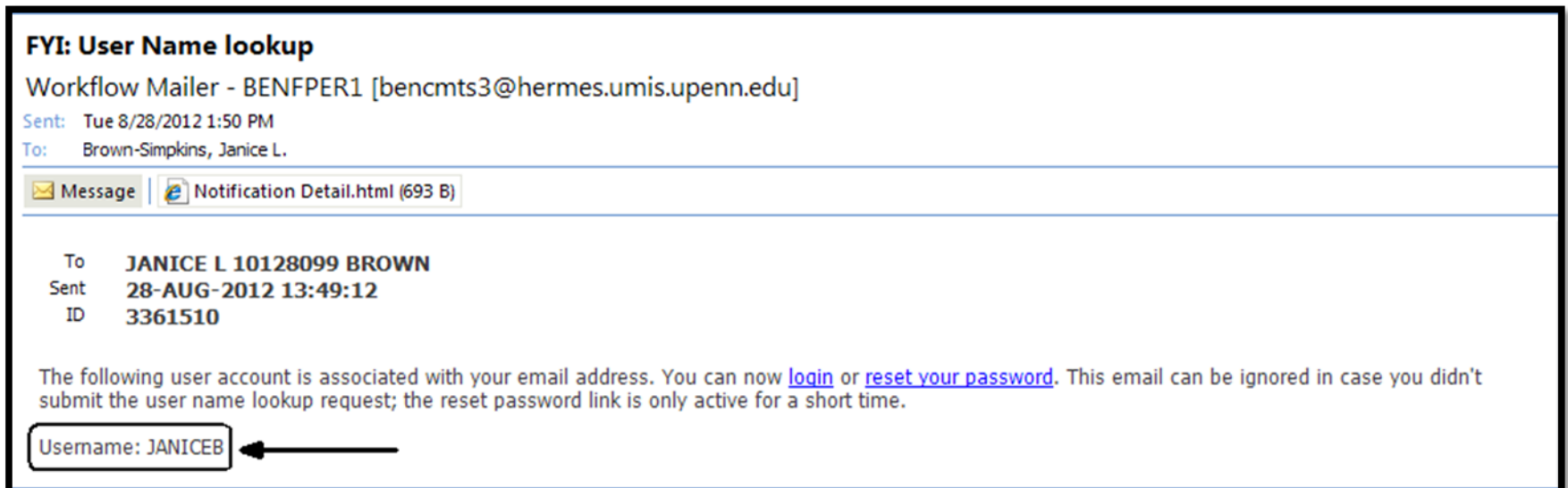
3. Once you click the 'Forgot Password' button
 - a. A confirmation message is received
 - b. An e-mail will also be sent to you (the e-mail is sent to the address on record in BEN Financials)



4. Hit "OK" button and it takes you back to the log in screen
5. Once you submit the request, you will receive an e-mail
6. E-mail from: Workflow Mailer - BENFPROD [bencmpr1@hermes.umis.upenn.edu] – with the Subject "FYI: User Name lookup"



7. Your User Name is displayed in the body of the e-mail



8. You also have the option to:
 - a. Click on the 'login' link from the e-mail which will return you to the BEN Financials logon screen
OR
 - b. Click on the 'reset your password' link from the e-mail and follow the instructions to reset your password [See steps 6-9 from the 'Forgot Password' instructions above]