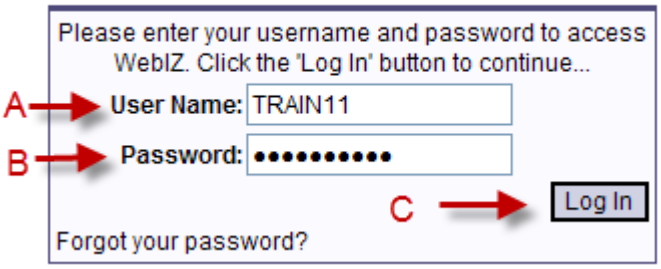
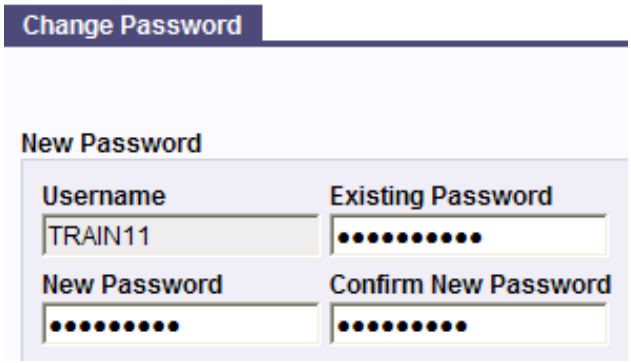
Initial Log In

When to use: After submitting your User Security form and receiving an email with your user name.

Who should use: All registered SAIRS users.

Notes:

One User Security form needs to be submitted for every staff member who needs access to SAIRS.
No sharing. You will be contacted by email or phone with your user name and default password. You may want to print this email for reference. For security reasons, you will then need to go into the system, change your password and complete security questions.

STEPS	ILLUSTRATIONS
Step 1: **A.** Type in the USER NAME that has been assigned to you. **B.** Type in the default **PASSWORD** that has been assigned to you. **C.** Click **LOG IN**. **NOTE:** User Name is NOT case-sensitive. Password is case-sensitive.	
Step 2: Type in default **PASSWORD** and **NEW PASSWORD**. **Minimum Requirements**: • 8 characters • Upper and lower case letters • A Number (0-9) • A Special character (#, %, !, @, etc.)	

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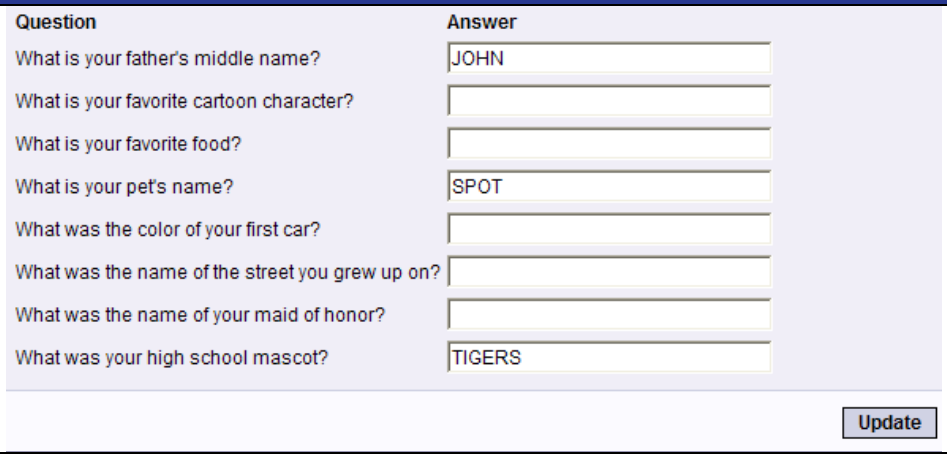
STEPS	ILLUSTRATIONS
Step 3: **A.** Complete at least <u>three</u> security questions. **B.** Click **UPDATE.** **NOTE:** Answer questions that do not change, ex: "What is your father's middle name?" and check spelling.	 Question / Answer What is your father's middle name? JOHN What is your favorite cartoon character? What is your favorite food? What is your pet's name? SPOT What was the color of your first car? What was the name of the street you grew up on? What was the name of your maid of honor? What was your high school mascot? TIGERS Update

IF:	THEN:
Default password is not working.	Make sure **CAPS LOCK** is turned off.
Default password is <u>still</u> not working.	Check spelling and use the SHIFT key for special characters. Ex: **SHIFT + 1** = **!**
You received a message that the "account is locked".	Call the SAIRS help desk.
You forget your password in the future.	Click **FORGOT YOUR PASSWORD?** to re-set.

<THE END>