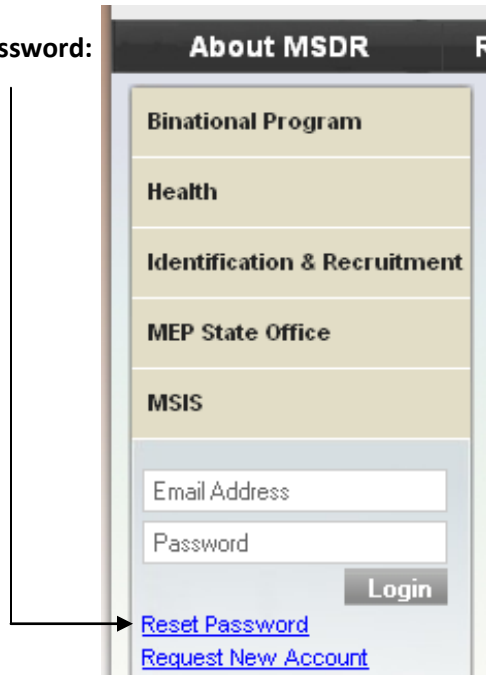


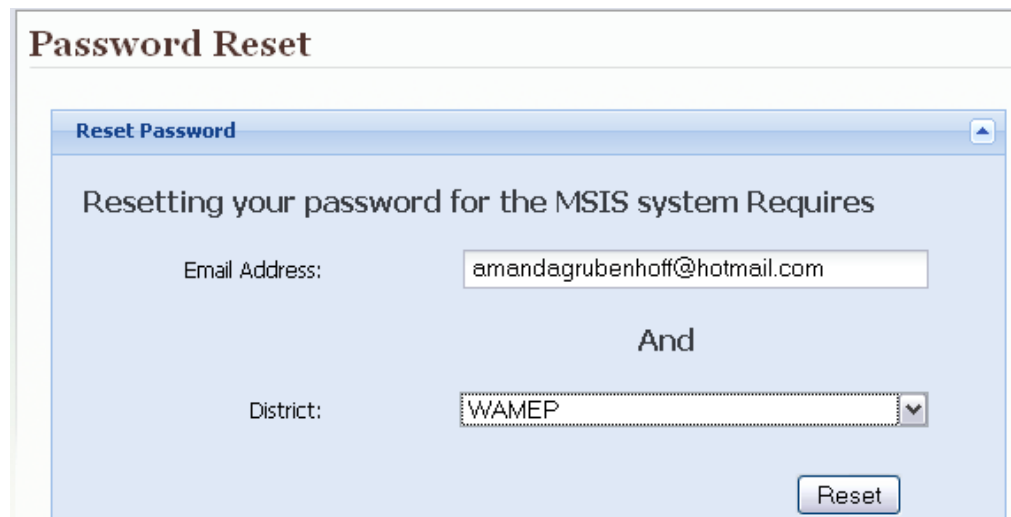
Process for resetting passwords:

Click Reset Password:



The screenshot shows a web page titled "About MSDR" with a navigation menu containing "Binational Program", "Health", "Identification & Recruitment", "MEP State Office", and "MSIS". Below the menu are input fields for "Email Address" and "Password", a "Login" button, and two links: "Reset Password" and "Request New Account". An arrow points from the text "Click Reset Password:" to the "Reset Password" link.

Enter the appropriate information and click Reset:



The screenshot shows a "Password Reset" window with the following fields and options:

- Reset Password
- Resetting your password for the MSIS system Requires
- Email Address:
- And
- District:
- Reset


After hitting submit, you will see this screen:

Password Reset

A confirmation has been sent to the email address we have on file, along with final instructions on how to complete this process.

Your password change PIN is 5786.
Please write this number down as you will need it in the next step.

The email usually goes to the junk mail folder since it is an automated email. This is what the email says:

From:  ahurst@msdr.org
Sent: Thu 9/03/09 2:33 PM
To: amandagrubenhoff@hotmail.com

You have requested that your MSIS account be reset.

If you did not make this request, please contact MSDR immediately.

To complete the account reset process, please follow the link below or copy and paste the complete HTTP address into your internet browser.

<http://www.msdr.org/password/landing.cfm?reqID=1185>

After clicking on the link in the email, the user is directed to this screen where they enter their pin number:

Reset Password

Please enter your PIN:

After entering the PIN number this is the screen that is seen:


Password Reset

**The Password for this user is: 7B9A6%F
It can not be retrieved and can only be reset.
MSIS passwords are case sensitive and need to be entered exactly as displayed.**

Your PIN has been accepted your new password has been sent to your email address.

A confirmation email is sent to the user with their password:

New MSIS Password

From:  **ahurst@msdr.org**

Sent: Thu 9/03/09 2:37 PM

To: amandagrubenhoff@hotmail.com

Thank-you for taking the time to renew your password. Your new MSIS password is **7B9A6%F**.

Your MSIS password is case sensitive and needs to be entered exactly as displayed.

If you experience problems or need assistance with accessing the MSIS please contact Amanda Hurst at the MSDR Office at 1-800-274-6084.