



QRC15: Initial Logon and Password Reset

Before you can log on and use E2, you need a user ID and access credentials. These are typically provided by your travel policy manager.

When your account is available, you will receive an email message with a link to complete your security profile. You must follow the link within 72 hours. If you do not, the link expires. If this happens, contact the person who provided you with your E2 user ID and access credentials.

See *UG15 – First Logon and Profile Updates* for more information.

1. Click the link in your notification email. This displays the Password Maintenance page.

Figure 1: Password Maintenance — Initialize Security Information

2. Complete the security information. The information you enter must match your account information. If you have questions, contact your travel policy manager.
 - a. Enter your **E2 User Id**.
 - b. Enter your **Social Security Number** (without dashes; e.g., 123456789) or **Employee Id**.
3. Click **Continue**. This displays the Edit Password Information section of the Password Maintenance page.

Figure 2: Password Maintenance — Edit Password Information

4. Complete your security credentials.
 - a. Enter and confirm your **New Password**. Passwords must conform to the rules shown above the field.
 - b. Select your **Security Questions**, and enter and confirm your answers. Each question and answer must be unique. Unlike passwords, security challenge answers are not case-sensitive. (The answer and confirmation fields here must match exactly; answers are case-insensitive when you are prompted for credentials.)
5. Click **Save**. This displays the WARNING MESSAGE AND PRIVACY ACT NOTICE window.
6. Scroll down to read the entire notice, and then click **Accept**. This displays the Rules of Behavior window.
7. Read the rules, and then click **I have read and acknowledge the Rules of Behavior**. You are taken into E2 Solutions on the My E2 **At a Glance** tab; you are now logged on, and can begin using E2.

Figure 3: My E2 At a Glance – After Initial Logon

Resetting Your Password

You must know the answers to your security questions to reset your password. Use the "Retrieve Phone Number" or "Email your Minor Customer" sections on the Login Help page to request assistance from the designated minor customer point of contact.

Refer to *UG20 – Getting Started* for more information on resetting your password.

Figure 4: E2 Login — Login Help link

1. Click **Login Help** on the E2 Login page. This displays the Login Help page.

Figure 5: Login Help page

2. Click **Reset Password**. This displays the Password Maintenance page.
3. Enter your **E2 User Id** and **Primary Email Address** (from your E2 profile).
4. Click **Continue**.
5. Enter the answers to your security questions. (Unlike your password, these answers are not case-sensitive.)
6. Click **Continue**. A confirmation message displays, and you will receive an email with a link that you must follow within 72 hours to complete the process.

TIP: By default, you can only use the Reset Password feature once every 24 hours. Your agency, however, may have a different policy. If this feature is not available to you, use one of the following procedures to contact your help desk via phone or email.

Contacting Your Help Desk via Telephone

1. Select your customer hierarchy from the following fields in the "Retrieve Phone Number" section of the Login Help page:
 - **Agency**
 - **Organization**
 - **Major Customer**
 - **Minor Customer**
2. Click **Retrieve Number**. The phone number displays in the **Phone Number** field above the button.

Contacting Your Help Desk via Email

1. Enter information in the following fields in the "Email your Minor Customer" section of the Login Help page.
 - **Your Name**
 - **Email Address**
 - **Phone Number**
2. Click **Send Email**. A confirmation message displays, and you will receive an email with a link that you must follow within 72 hours to complete the process.

Expedited Self-Service Process for Expired Passwords

E2 will detect the entry of an expired password when you log on, and will require you to enter the answers to your security questions.

1. Enter the answers to your security questions.
2. Click **Continue**. This displays the Edit Password Information section of the Password Maintenance page. (See [Figure 2](#))
3. Enter and confirm your new password.
4. Select your security questions and answers.

TIP: You do not need to change your security questions and answers, but you must still complete this step (i.e., select your current questions and enter your current answers).

5. Click **Save**, and then accept the Warning Message and Privacy Notice to log on to E2.

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