

## ***Access to the FIS Learning Management System***

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A username and password is required to access the FIS LMS.

This document outlines:

- ◆ New User Setup
- ◆ User Access
- ◆ Existing Users
  - Forgot your Username?
  - Forgot your Password?
  - Change Password
  - Guidelines for a strong password
  - Changing your password

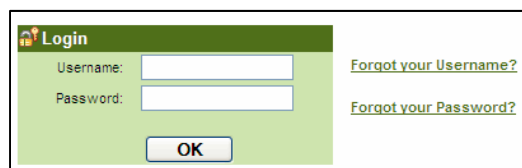
### **New User Setup**

Individuals in your organization designated as Training Supervisors can set up new users. If you do not already have a username or password for the FIS LMS, contact your organization's FIS Training Contact.

### **User Access**

User access is granted for 90 days at setup. Every time you access the FIS LMS your access is renewed for another 90 days. If you do not access the LMS for 90 days your access is terminated. If your access has been terminated, contact your Training Representative listed in the LMS Contact Us page.

### **Existing Users**



The screenshot shows a login form with a green header containing a small icon and the word "Login". Below the header, there are two input fields: "Username:" and "Password:". To the right of the "Username:" field is a link that says "Forgot your Username?". To the right of the "Password:" field is a link that says "Forgot your Password?". At the bottom of the form is a button labeled "OK".

#### **Forgot your Username?**

1. On the Home page, click the Forgot Your Username? link.
2. Enter your email address.
3. Click OK. An email will be sent to you with your LMS Username.

If you have any questions, please contact your Training Representative listed in the LMS Contact Us page at:  
<http://training.fisglobal.com/TPOnline/TPOnline.dll/Contact Us>

### Forgot your Password?

1. On the Home Page, Click the Forgot Your Password? link.
2. Enter your Username.
3. Enter your email address.
4. Click OK. An email will be sent to you with your LMS Password.

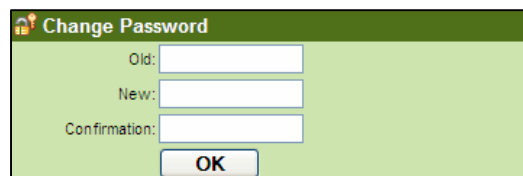
### Change Password

The system will not require you to change your default password; we recommend you work with your Organization's Security officer to determine the policy for your organization.

#### ***Guidelines for a strong password***

- ◆ Be at least 8 characters in length
- ◆ Contain both upper and lowercase alphabetic characters (e.g. A-Z, a-z)
- ◆ Have at least one numerical character (e.g. 0-9)

#### ***Changing your password***



The screenshot shows a web form titled "Change Password" with a green header. It contains three input fields: "Old:", "New:", and "Confirmation:". Below the fields is an "OK" button.

1. Expand the Student category from the left navigation panel.
2. Click the Change Information link. The Change Information page will appear.
3. Enter your current password in the Old: box
4. Enter the new password in the New: box
5. Reenter the new password in the Confirmation: box.
6. Click OK.

**Note:** Passwords are case sensitive.