



# TRC Systems

## *Password Reset Tool*

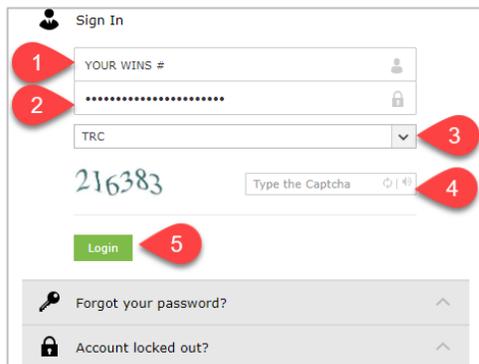
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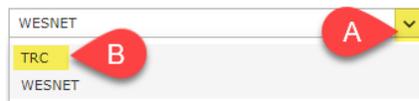
To access the password reset site, go to <https://pwrst.westat.com>

### Logging In

The first time you log in, you will need to follow the instructions to register your account.



1. Enter your **WINS number** for your User Name.
2. Enter your **current password**.
3. You will need to change the **Log on to** from Wesnet to **TRC**
  - a. Click the drop down menu.
  - b. Select TRC



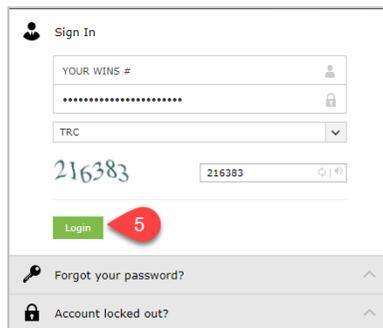
4. Type the security code in the box.



You can **request** another code or **listen** to the current code if needed.



5. Click **Login**



You may see a Welcome message. Click the **Click Here** link to continue.



## Security Questions

1. Choose a security question from the dropdown menu. Make sure it is a question that you easily can answer.
  - a. When answering this question:
    - i. Your answers will need to be between 5 and 255 characters.
    - ii. Use either all CAPS or all lower case characters.

Security Question examples:

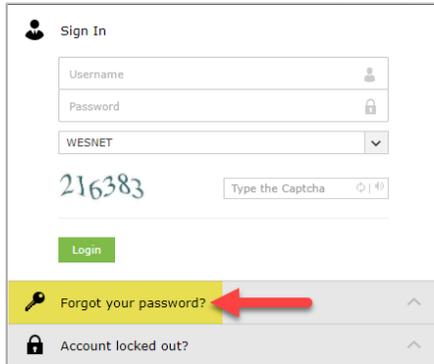
2. Choose the second security question from the dropdown menu.
3. Unclick **Hide Answer(s)** to ensure that your answers are typed correctly.
4. After confirming that all answers are correct, click **Enroll**.

You should see a message that states that you successfully enrolled.

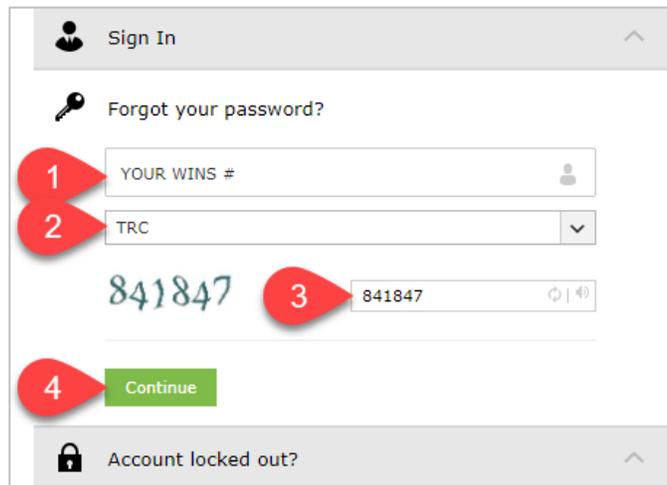
You have successfully enrolled! The information you provided will help us verify your identity if you forget your passwords or get locked out of your account.

## Forgot Your Password

This option should be used if you have **forgotten** your current password. Click **Forgot your password?**



The screenshot shows the 'Sign In' page with fields for Username, Password, and WESNET. A captcha image with the number 216383 is displayed. The 'Forgot your password?' link is highlighted in yellow, and a red arrow points to it.



The screenshot shows the 'Forgot your password?' page with fields for YOUR WINS #, TRC, and a captcha image with the number 841847. A green 'Continue' button is visible. Red callouts with numbers 1 through 4 point to the 'YOUR WINS #' field, the 'TRC' dropdown, the captcha image, and the 'Continue' button respectively.

1. Enter your **WINS number** for your User Name.
2. Make sure the Domain Name is set to **TRC**.
3. **Type the characters** you see in the picture.

You can **request** another code or **listen** to the current code if needed.



4. Click **Continue**.

Now you need to verify your identity by answering your security questions.

1. **Answer both security questions** you chose when registering. Remember that these answers are case sensitive.
2. **Enter the characters** you see in the picture.
3. Click **Continue**.

Notice that this is a timed screen. This form is time sensitive and **MUST** be completed in the time provided.

1. Type a new password. Remember these passwords requirements:
  - a. **Passwords are case sensitive**, meaning they need to be entered exactly as given to, or developed by you.
  - b. **Passwords must consist of 12 characters.**
  - c. **Passwords must contain at least:**
    - One capital letter
    - One lower case letter
    - AND, One number or special character (i.e. \$, &, !)



2. **Type the characters** in the picture.
3. Click **Reset Password**.