

Security Features - Logon Request and Password Reset

Friday, November 22, 2013
1:16 PM

Introduction

There are a few changes coming to the website that will affect how New User Requests are processed and how the Account Recovery Process is implemented.

- There is now an option to reset User Passwords
- There is now an option to request User Access

This should help reduce the amount of time taken to obtain User Access.



New User Request Form

New users will be prompted to enter their information and select which company they are requesting access for from a drop down list. These requests for access will be forwarded to the Account Manager for the company they are requesting access for. Any users who cannot find their company listed will be prompted to enter their company manually. These requests will be directed to an Admin to handle manually.



Request New User Code

Personal Information

This section allows our systems to recognize you. This information is kept confidential and is not used in any way other than providing contact information to send you your logon information. You will receive an email confirming your request and you will receive an email once your request has been approved.

First Name	<input type="text"/>	Last Name	<input type="text"/>
Phone Number	<input type="text"/>		
Company	* Select Your Company <input type="text"/>		
Email Address	<input type="text"/>	Security Code	<input type="text"/>
Confirm Email	<input type="text"/>	Enter Security Code Displayed Above	<input type="text"/>

* Indicates a required field

For technical support on the website, please send an email to ITSupport@spfd.com.
This website is best viewed using [Google Chrome 19](#), [Safari 5.1.7](#), [Firefox 13](#), or [IE9](#).

Manager Approval Process

Once a request has been submitted an email will be sent to the appropriate manager. When any manager logs on to the website that has pending requests waiting they will get a big red link at the top of the main menu that will take them to the approvals page. Once on the Approval page, all you need to do is click 'Approve' or 'Deny' and the appropriate email will be sent to the user.



Associate Menu

"We have redesigned our Products Report Page to be more user friendly.
The old Product Reports page will remain up for a short period while we make this transition"

You Have Access Requests Pending

Product Inquiries

[Product Inquiry](#)

Access detailed information for a specific product.

[Cross Division Inquiry](#)

See your product across all of our divisions.

Order Inquiries

[Open PO Inquiries](#)

View information on Open Purchase Orders



Pending User Logon Requests

"We have redesigned our Products Report Page to be more user friendly.
The old Product Reports page will remain up for a short period while we make this transition"

Client	First Name	Last Name	E-Mail Address	Phone Number	Status	Date Requested	Approve	Deny
acosta	John	Doe	jason.akin@cpfd.com	(222) 222-2222	Pending	9/4/2012 12:18:45 PM	Approve	Deny

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New Required Information

Due to these changes we will be requiring a valid email address for all users and for users to select a security question and answer. This information will be used to retrieve their user information in the event they forget it. Any user not having a valid email or security question and answer on file will be automatically redirected to their profile page to add this information.

User Profile

Application Settings
This section allows you to set defaults for both Warehouse and division.

Default CPFD Division:

Default CPFD Warehouse:

Personal Information
This section allows our systems to recognize you. This information is kept confidential and is not used in any way other than providing contact information in case our associates need to get in touch with you or to send you your password in the event you forget it.

First Name: Last Name:

Phone Number: Fax Number:

Company:

Email Address:

Confirm Email:

Security
This section allows you to change your security question and answer. This will be your key to resetting your password in the event you forget it.

Security Question:

Security Question Answer:

Browser Information
This section has questions related to your browser.

Which browser do you use?

Do you access our site with a mobile device?

Are you able to use our new java enabled pages?

* Indicates a required field

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New Security Policy

All Client passwords will be required to be a minimum of 7 characters and must include 1 uppercase character, 1 lowercase character, and 1 number. Passwords will be required to be changed every 90 days. Any users with passwords that do not meet this requirement will be prompted to change their password at logon. Users that are inactive for 90 days will be deactivated. Users inactive for 180 days will be deleted. Any user that has been deactivated will need to contact IT Support to get reactivated.



Change Password

Change Your Password
This section allows you to change the password you use to log in to the Coastal Web System.

Passwords must:

- Contain at least one UPPER case letter
- Contain at least one lower case letter
- Contain at least one numeric character
- Be at minimum 7 characters long
- Be different from the existing password
- Must be changed every 90 days

• Logins inactive for 90 days will be deactivated and will require IT to reactivate.
• Logins inactive for 180 days will be deleted.

Change Password

User Name:
NORANNE

Old Password:

New Password:

Confirm New Password:

Forgot your logon or password? Reset it [here](#)

For technical support on the website, please send an email to ITSupport@cpfd.com.
This website is best viewed using [Google Chrome 19](#), [Safari 5.1.7](#), [Firefox 13](#), or [IE9](#).

Sample Emails

Sample Approved Access Email

DSS ASP Application Support

 CPFD Email Notification

Sent: Fri 8/24/2012 10:08 AM

To:  Annie Ungerman

Your request for a logon to Coastal Food Distributor's website has been approved
User Code: Annie Ungerman
Password: 4e56a604

You will need to change your password the first time you logon.

Sample Denied Access Email

Coastal Pacific Food Distributors Website Support

CPFD Email Notification

Sent: Fri 9/21/2012 9:48 AM

To: Annie Ungerman

Your request for a logon to Coastal Food Distributor's website has been denied. Please contact your account manager to dispute this denial.

Sample User Code Request Conformation Email

Coastal Pacific Food Distributors Website Support

CPFD Email Notification

Sent: Fri 9/21/2012 11:20 AM

To: Annie Ungerman

Your request for a new password has been received.
You will get an email with your new username and password once it is approved.

Sample Account Manager Notification Email

DSS ASP Application Support

CPFD Email Notification

Sent: Wed 8/29/2012 12:43 PM

To: Annie Ungerman

You have pending New User Request on the website.
www.cpfid.com