The following changes have been implemented in SIS with release 1.8.2.0 to update the Login and Password functionality.

1) **Login to SIS**: Currently the user has 5 login attempts before they get deactivated if an incorrect password is provided. With this new functionality, the user will get locked out for 30 minutes and will not be deactivated. Alternatively, the user can use the “Forgot Password” option.
2) **Password recovery mechanisms in SIS** - “Forgot Password”, “Reset Password”, “New User Creation”

On using the "Forgot Password", "Reset Password" and "New User Creation" functionalities in IS-WEB, the below changes have been implemented:

- The "forgot password" link will show a CAPTCHA box
- The user receives a secure one-time reset link via email
- This reset link will expire after 48 hours
- The link in the email opens a new window where the user can set a new password.

When a password reset link is sent and has not yet expired, if another request is made by the user through "Forgot Password", "Reset Password" or "New User Creation", the previous link will expire and a new link will be sent via email.

**Step 2.1**

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**Forgot Password**

Username: [Input field]

![CAPTCHA Image]

Please enter the text as shown above:

Captcha: [Input field]

Next

Back to Login Page

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Step 2.2

Forgot Password

An email has been sent to you with a hyperlink which will initiate the password reset process. This hyperlink will be valid for 48 hours.

In case you have chosen this option earlier, the hyperlinks sent by the system earlier will no longer be valid.

To go back to the log on screen Click Here.

Step 2.3 – You will receive an email.

DoNotReply@iata.Org

SIS password has been reset - SIS

recipient’s e-mail address

Dear

You have received this email since you chose the Forgot Password option. Please use the hyperlink below to reset your password.

http:// link provided

This hyperlink is valid for 48 hours; and is valid for this request only. Additionally, if another similar request is made, this hyperlink will be deactivated automatically.

Regards,
IATA SIS Operations Team
Step 2.4 – On clicking on the hyperlink you are redirected to a new form

Reset Password
Please use the form below to reset your password.

New password is required to be minimum of seven characters in length and contains at least one alpha and one numeric value.

Account Information

New Password:

Confirm New Password:

Change Password

3) **Multiple logins Allowed**: If the user has already an IS-WEB session open and attempts to login with another browser or another computer then the system will display a message informing the user of another login. Then the user can either:

- Click on "OK" will keep all previous sessions alive and will allow user to login with new session
- Click on "CANCEL" will remove all previous sessions and will allow user to login with new session