

## The AEROS Password Reset Utility - England only

In line with other imminent security updates to AEROS, we have introduced a password reset facility for AEROS users. This allows you to reset your own password rather than contacting support to do this on your behalf, see [How do I reset my own password for AEROS?](#) (page 1) for details

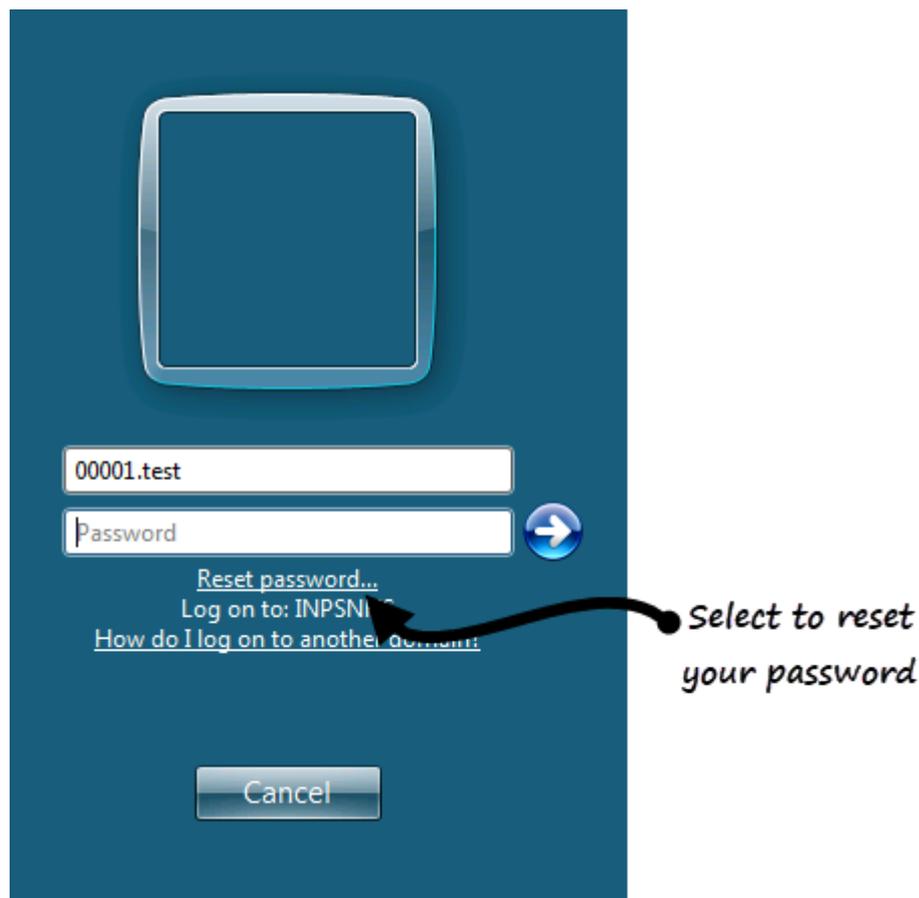
In order to use the new utility, each AEROS user must first enrol for the service, see [Enrolling for the Password Rest Service](#) (page 4) for details.

### How do I reset my own password for AEROS?

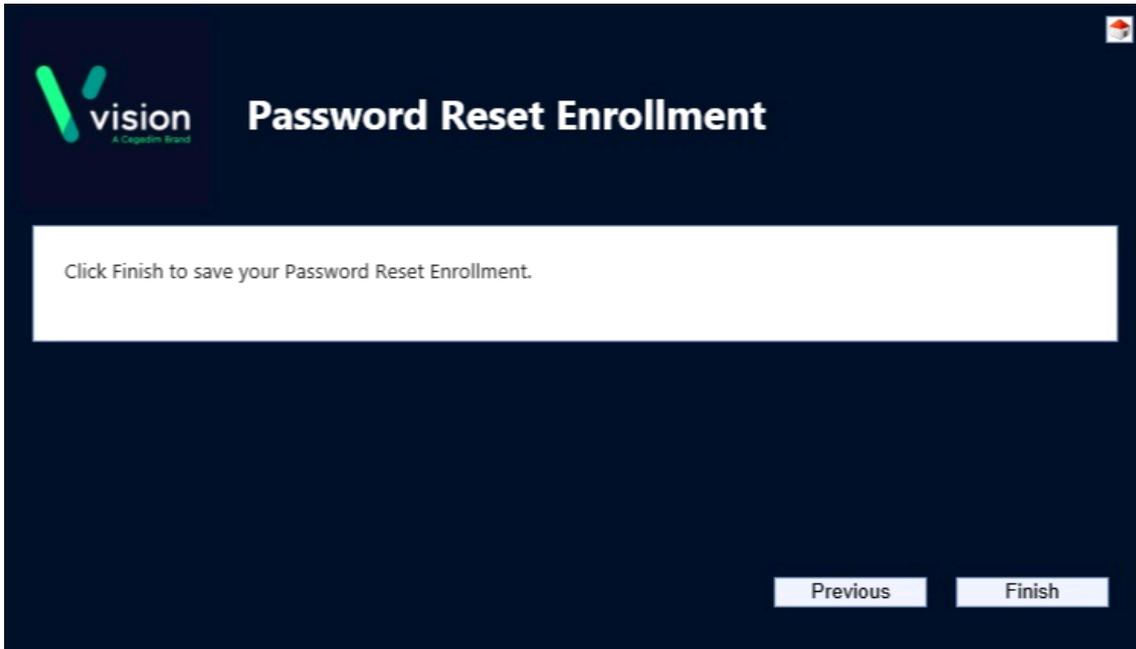
Providing you have enrolled for the AEROS Password Rest Service, and you have your mobile phone to hand, you can reset your own AEROS password, see [Enrolling for the Password Rest Service](#) (page 4) for details on the enrolling process.

To reset your AEROS password:

1. From the AEROS log in screen, select **Reset password**.



2. The **Password Reset** service **Welcome** screen is displayed.

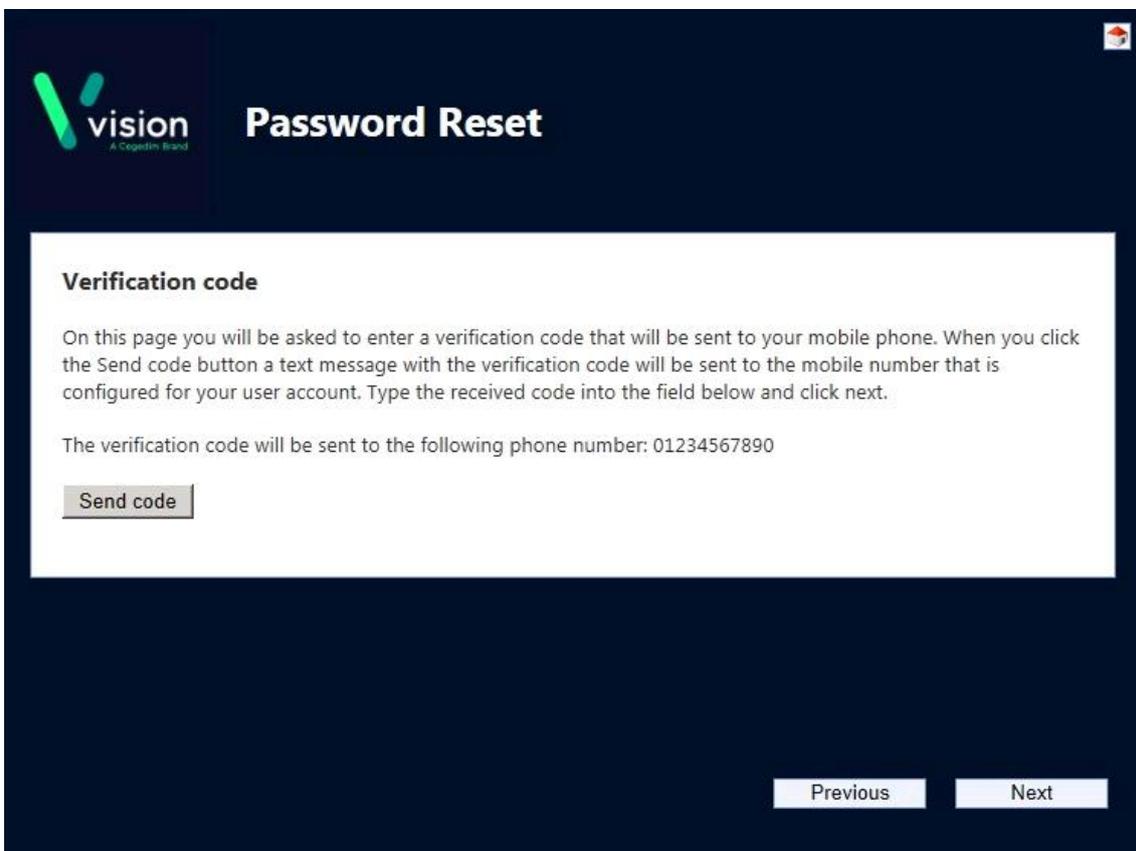


**3.** Complete as follows:

- **User name** - Enter your AEROS user name.
- **Select Language** - Select a language from the available list, **English (United States)** is recommended.

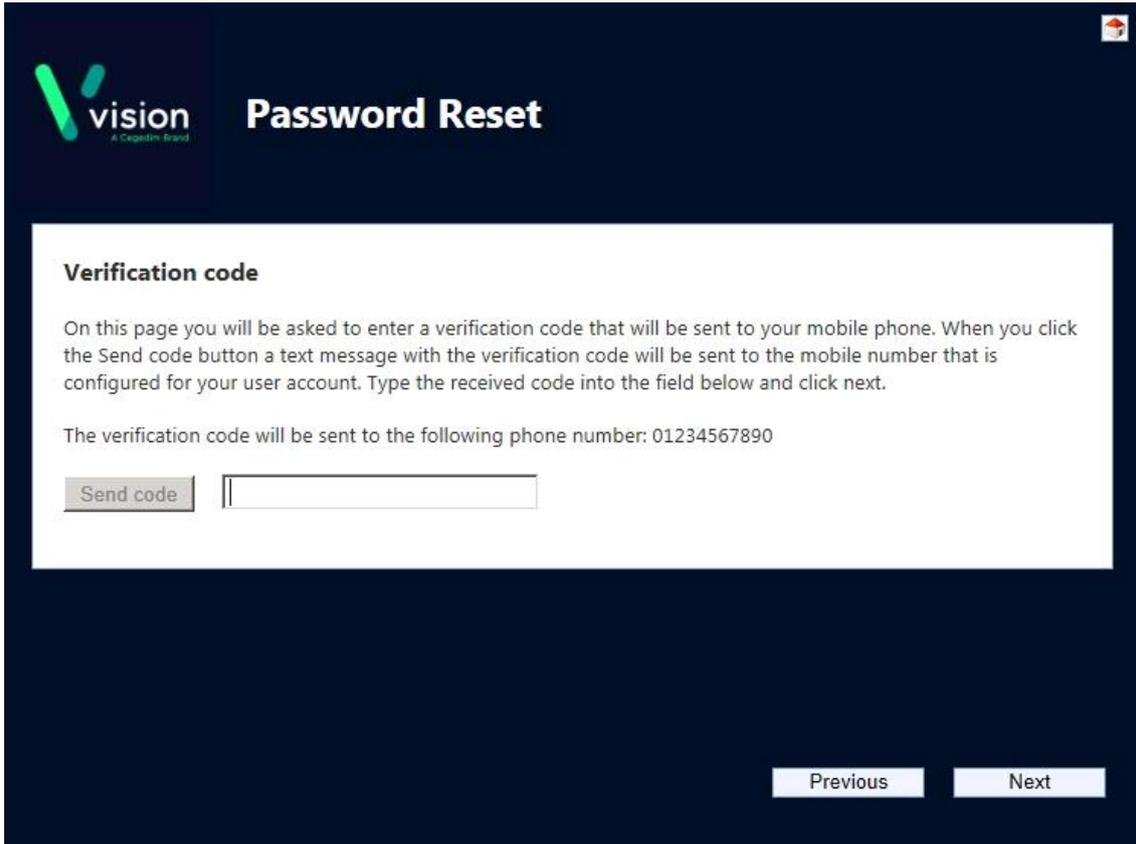
**4.** Now, select **Next**.

**5.** The first **Verification code** screen is now displayed, it shows the mobile phone number that is set up to receive the verification code.



**6.** Select **Send code** and then **Next**.

7. The second **Verification code** screen is now displayed, enter the code sent to your mobile phone and then select **Next**.



The screenshot shows a dark blue background with the 'vision' logo (a stylized 'V' in green and blue) and the text 'vision A Capgemini Brand' in the top left. To the right, the title 'Password Reset' is displayed in white. In the top right corner, there is a small red and white icon. The main content area is a white box with the following text:

**Verification code**

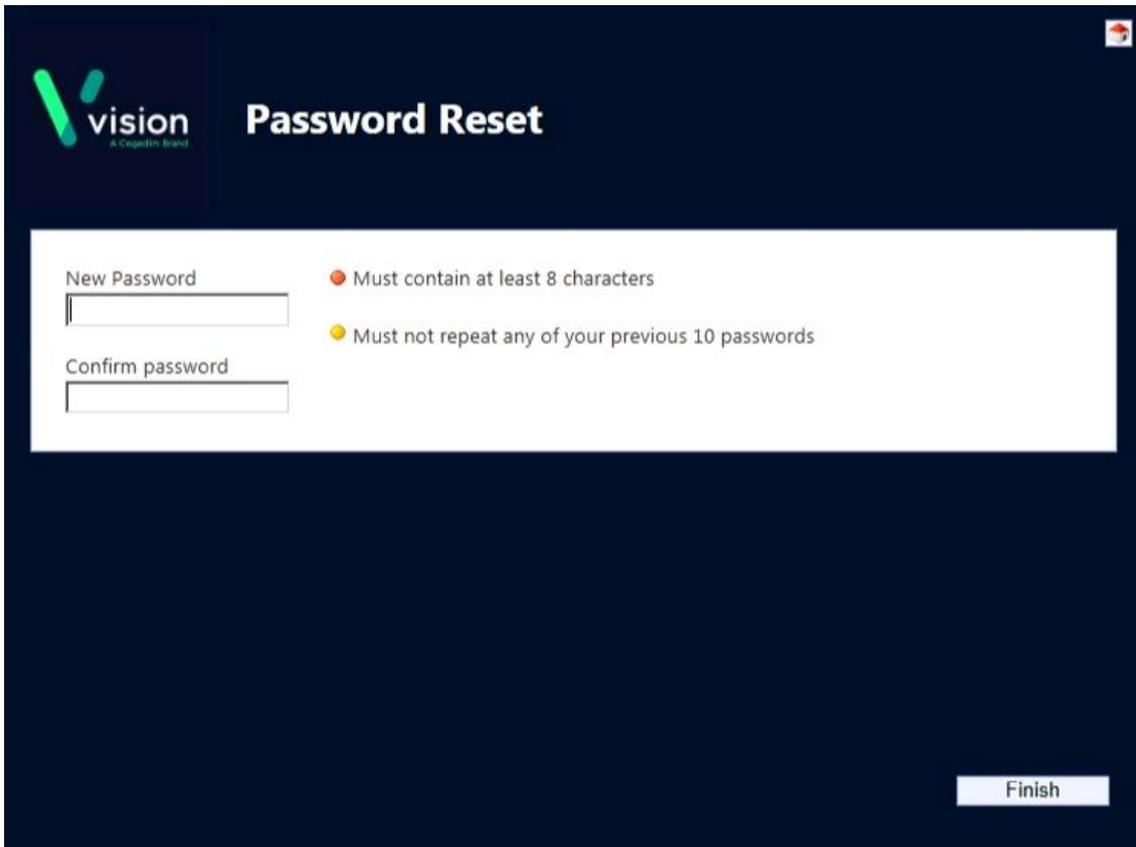
On this page you will be asked to enter a verification code that will be sent to your mobile phone. When you click the Send code button a text message with the verification code will be sent to the mobile number that is configured for your user account. Type the received code into the field below and click next.

The verification code will be sent to the following phone number: 01234567890

Below the text is a grey button labeled 'Send code' and an empty text input field. At the bottom right of the white box, there are two buttons: 'Previous' and 'Next'.

**8.** The **New Password** screen is displayed, enter the new password you wish to use and then confirm it.

**Note** - Your new password must conform to the criteria detailed on the screen.



**9.** Select **Finish**.

**10.** The **Password reset complete** screen is displayed, simply select **Close**.

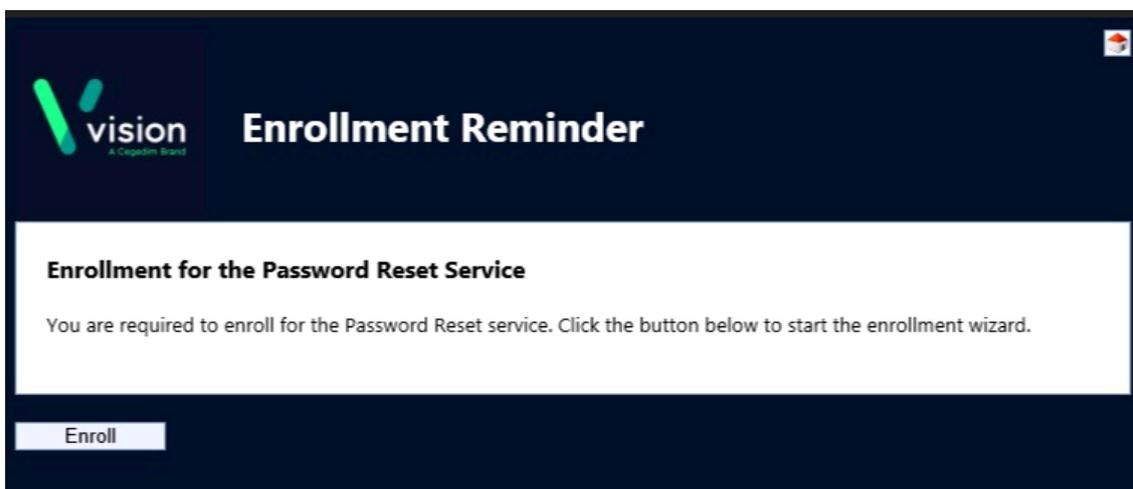
### How to change your registered mobile phone number

If you change your mobile phone number please contact the Vision Helpdesk on the usual number and they can assist you in updating the number for the reset utility.

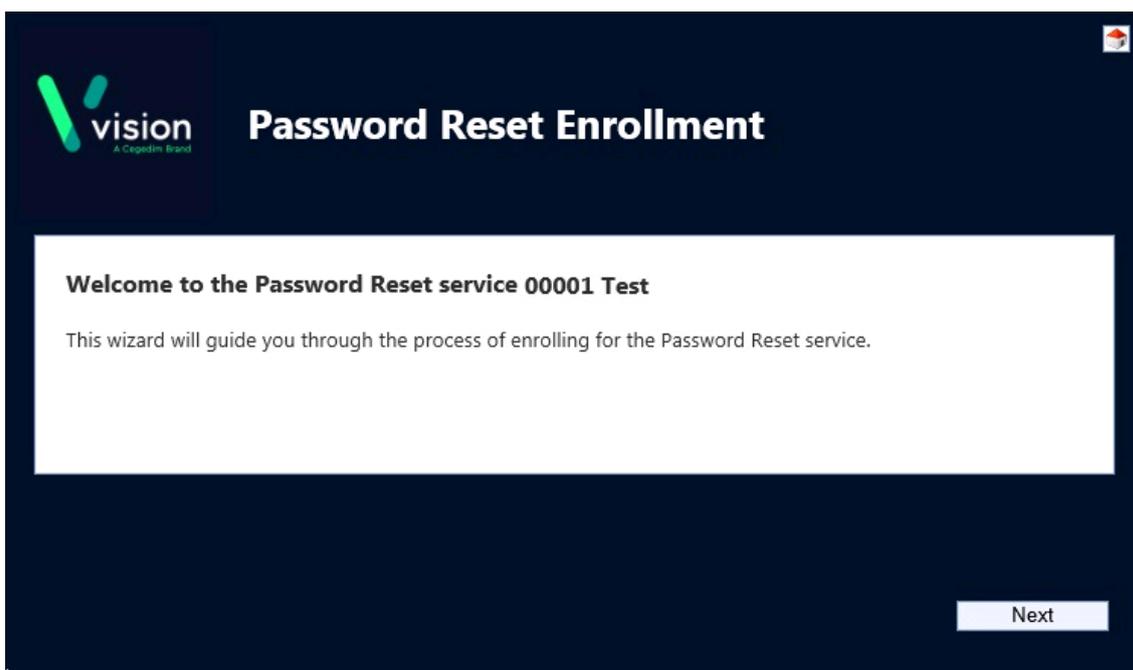
## Enrolling for the Password Rest Service

To enrol, you need a current AEROS log in and password and your mobile phone:

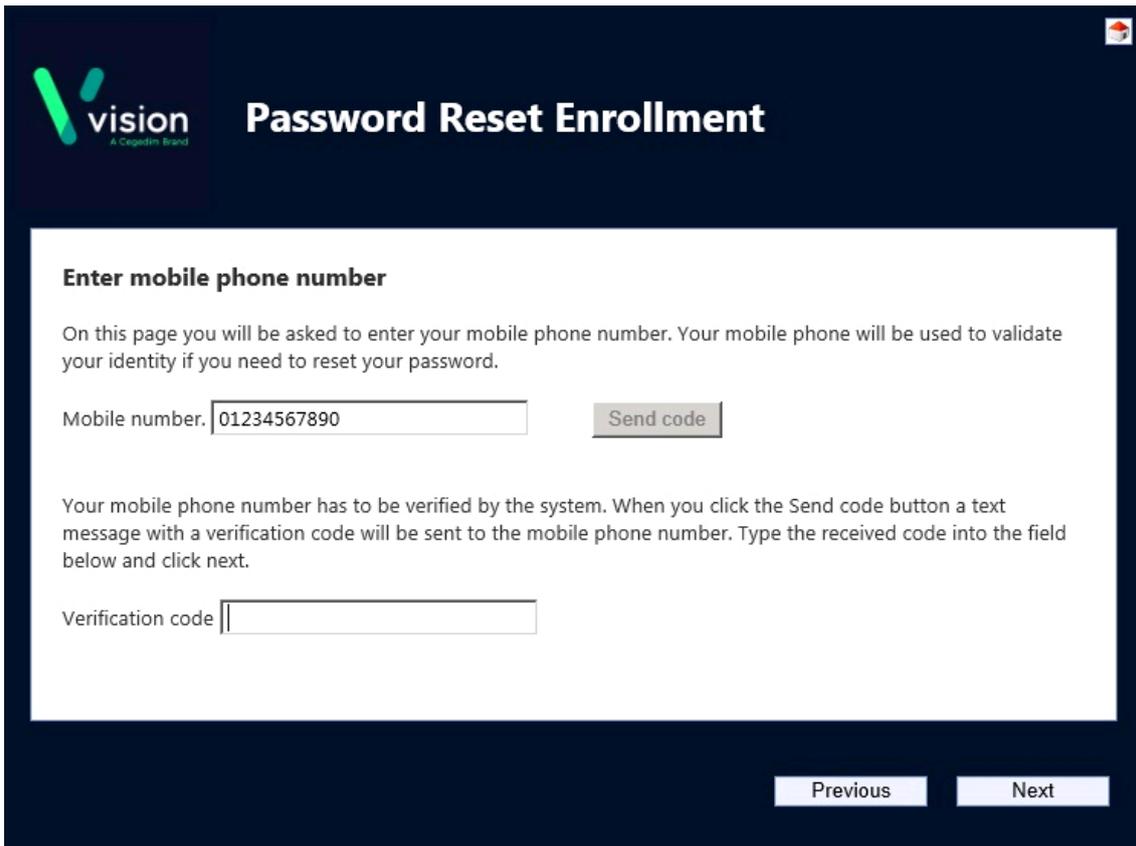
1. Until you enrol, each time you log into AEROS with your usual log in details, the **Enrollment Reminder** screen is displayed:



2. Select **Enroll** to start the enrolment process.
3. The **Welcome** screen is now displayed, select **Next** to continue:



**4.** The **Enter mobile phone number** screen is now displayed:



The screenshot shows a dark blue interface with the Vision logo (A Cegedim Brand) and the title 'Password Reset Enrollment'. The main heading is 'Enter mobile phone number'. Below this, a paragraph explains that the mobile phone number will be used for identity validation. There is a text input field containing '01234567890' and a 'Send code' button. A second paragraph explains that a verification code will be sent to the mobile phone, and there is a corresponding text input field for the verification code. At the bottom right, there are 'Previous' and 'Next' buttons.

**5.** Complete as follows:

- **Mobile number** - Enter your mobile phone number and select **Send code**.
- **Verification code** - Enter the code that is sent to your mobile phone.

**6.** Select **Next**.

**7.** The save screen is now displayed, select **Finish**:



The screenshot shows the same dark blue interface with the Vision logo and title. The main heading is 'Click Finish to save your Password Reset Enrollment.' At the bottom right, there are 'Previous' and 'Finish' buttons.

**8.** The successfully completed screen is now displayed, select **Close**.