User Guide

RHIZA





PASSWORD RESET PROCESS

INTRODUCTION

The latest update to Contour makes it much easier for users to reset their own password, ensuring they can access Contour securely whenever needed.

- <u>Forgotten password link</u>: Available from the login page for Contour, Contour Mobile and GROW for Admin users.
- <u>Self Service</u>: Enter user email address and receive an email with link to reset password for the account no need to contact administration.
- <u>Secure</u>: The email address must be registered to the user's account. Set a new password, ensuring it complies with security rules.
- <u>Immediate access</u>: Once reset users can immediately log in, with the same password used for Contour and Contour Mobile

CONTACT:

Ben Foster Product Manager ben.foster@rhizadigital.co.uk

www.rhizadigital.co.uk

1.

From the Contour Login page, click 'Forgot Your Password'.

	CONTOUR
	Log in
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	Andy Aldington
	Remember me
	Log in 🛱
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	If you experience issues logging in please contact servicedeski0-diplat.lor/pinenterorises.com
	View our Terms of use and Privacy Policy
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2.

Enter your email address and click 'Send Email'.



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If your email matches to a single account on Contour then you will receive an email with a link to reset your password.

IMPORTANT: If you do not receive an email after following this step, please email <u>servicedesk@digital.originenterprises.com</u> for support.



4.

Once you have received the reset email, open and click the link to 'Change Password'.



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5.

Enter and confirm the new password, which will need to adhere to security requirements. Guidance is provided on screen for this.

	New password	Ø
	Password must be between 8 an upper case, a lower case, a spec	d 60 characters, and include an ial character and a number.
CONTOUR		
Change your pass	word	
	S.	
Password must be between 8 and 80 characters upper case, a lower case, a special character an	s, and include an d a number.	
	100 100	
Save & log in		
If you experience issues logging in pla servicedes/k9oitaLorisinenterori	ease contact ises.com	
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6.

Success! Return to the Contour desktop or Mobile app login screen and use your new details. You will also receive an email confirming that your password has been reset.



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www.rhizadigital.co.uk

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After logging into Contour, you can check the email associated with your account by going to Settings.

		Precipitatio	on & soil		Farm	utou	Andy Aldington	
Friday, 6 Sep		Last Hours	0.000	^*	Yield total	4	Account	
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If required, you can change the email address associated with the account here.



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