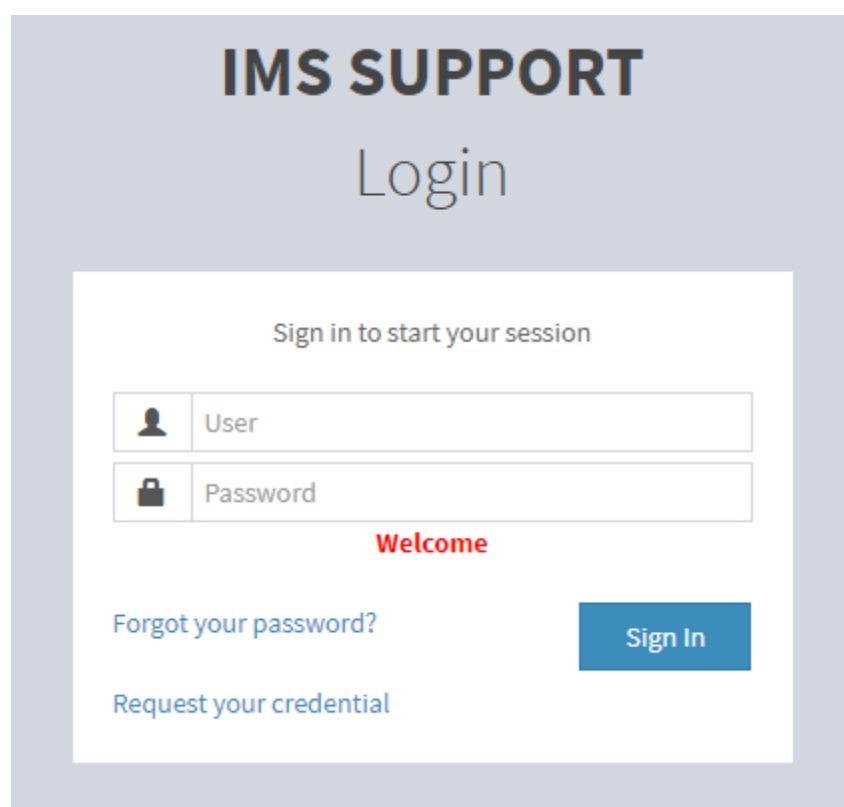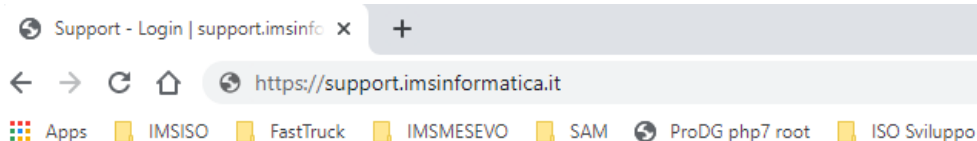| One Point Lesson				
IMSISO – FORGOTTEN PASSWORD				
Version	Date	Description	Author	Sign
1.0.0	04/11/2020	Initial version	Federico Germani	P. Germani
Scope of the Document				
This OPL shows you the exact path to recover your password				
The OPL is composed of 4 steps				

SUMMARY

STEP 1.1 – OPEN YOUR BROWSER

1.1	Double click your browser. The best ones are Google Chrome and Mozilla Firefox.
Result	Now you can connect to our tool.
Warning	You need an internet connection.
Exception	

STEP 1.2 – CONNECT TO THE TOOL

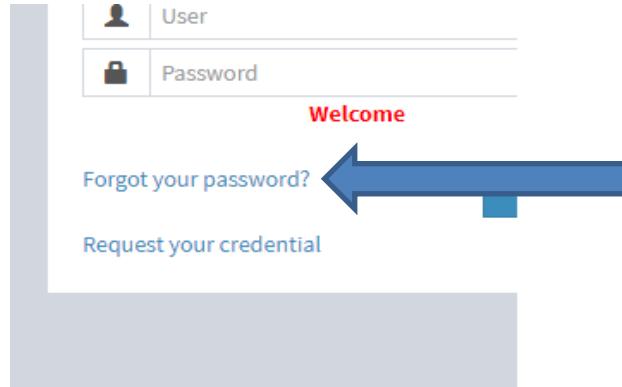| 1.2	When you open the browser, you need to type in it the link of our tool. The link is below. https://support.imsinformatica.it
Result	Now you can log in.
Warning	
Exception	

STEP 1.3 – SEND REQUEST FOR A NEW PASSWORD
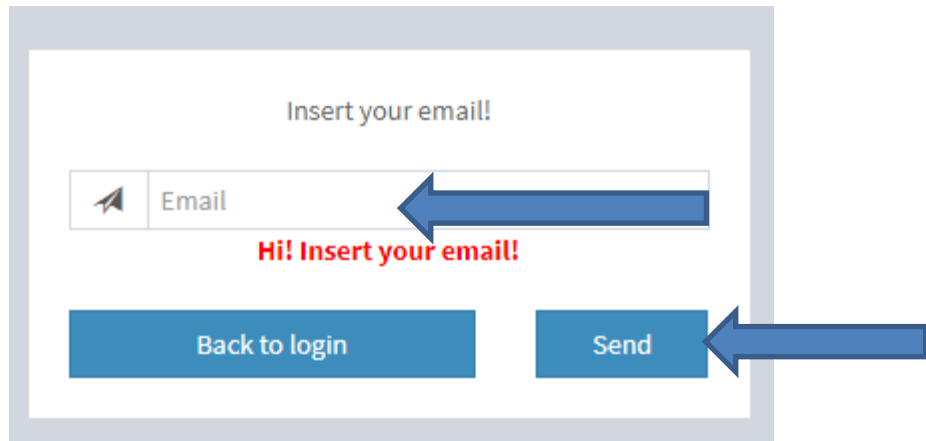
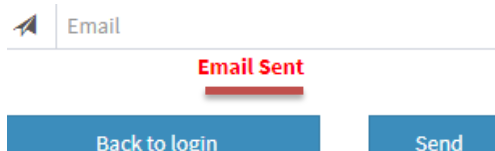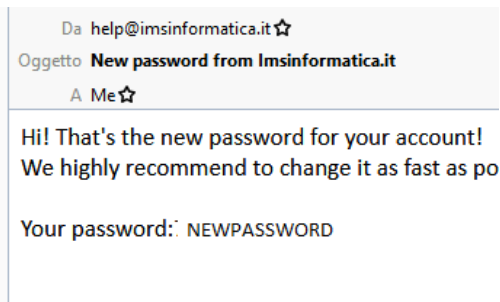| 1.3	Clicking on 'forgot your password?' you can reset your password.
	Now you have to fill the form with your email. Once you did it, click the 'Send' button.
Result	You'll receive the Email.
Warning	The Email MUST be linked to an account.
Exception	

STEP 1.4 – RECOVER YOUR PASSWORD
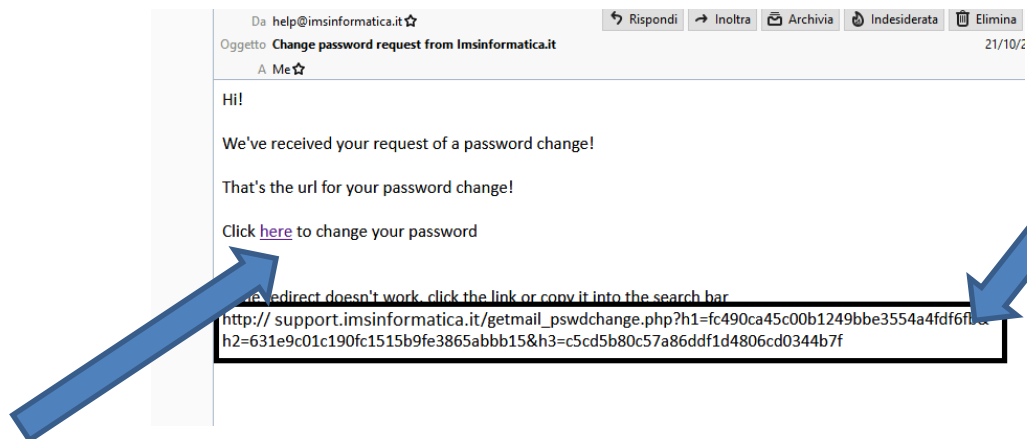
1.4	Once you've sent the form, you'll receive an Email. You'll see below how it should seem. Now you have to click on the 'Here' button, or to copy the link below on your browser bar, if the button doesn't work.
	Now you should see a browser page that says 'New password sent via mail'. Once you see that, you will receive your new password via Email. Go back to the login page, and use your new password.
Result	You've changed your password.
Warning	
Exception	You can use a reset link only once.