



“Forgot Password”

Description of Problem:

1. Customer needs to do a password reset

Symptoms/Issue(s):

1. N/A

Solution:

1. Click on “Forgot Password”

A screenshot of the M3 login page. The page has a dark blue background. On the left is the M3 logo with the text "ENTERPRISING HOSPITALITY" below it. In the center, there is a "Please log on" section with two input fields: "User name:" containing "PTT-TestUser3" and "Password:". Below these is a blue "Log On" button. To the right of the button is a link labeled "Forgot Password?". Below the login section, there is a message: "M3 requires the acceptance of our EULA before proceeding. [View End User License Agreement](#)". At the bottom, there is a checked checkbox and the text "I accept the M3 End User License Agreement". A red arrow points to the "Forgot Password?" link.

2. Input your username and click Submit
 - If the CAPTCHA program cannot verify you, you will be prompted with a CAPTCHA sequence to pass



Reset My Password

To request that your password be reset please supply your username in the text box provided, type the text displayed in the image, and click the submit button. The system will check to make sure it finds your username and that you have an email address stored. You will receive an email message from the password reset service with a code to complete the process.

Reset Password By Username

Username:

3. You will see this screen, go to your email
 - If you do not receive an email within 5 minutes, and you have checked your Spam/Junk folder, that means that your email is not associated with your username. Please contact M3 tech support at this time techsupport@m3as.com
4. This is the email you will receive





5. Copy and paste the verification code into this website and click Submit. **DO NOT CLOSE THIS BROWSER WINDOW AT ANY TIME**

DO NOT close this browser window until you have received your temporary password. If you do not receive an email within 5 minutes, please email: techsupport@m3as.com

Please enter the code sent to the email address associated to this account:

Verification Code:

6. Once a valid verification code has been entered you will receive a temporary password
7. The screen will look like this

Your password has been reset. Here is your temporary password:

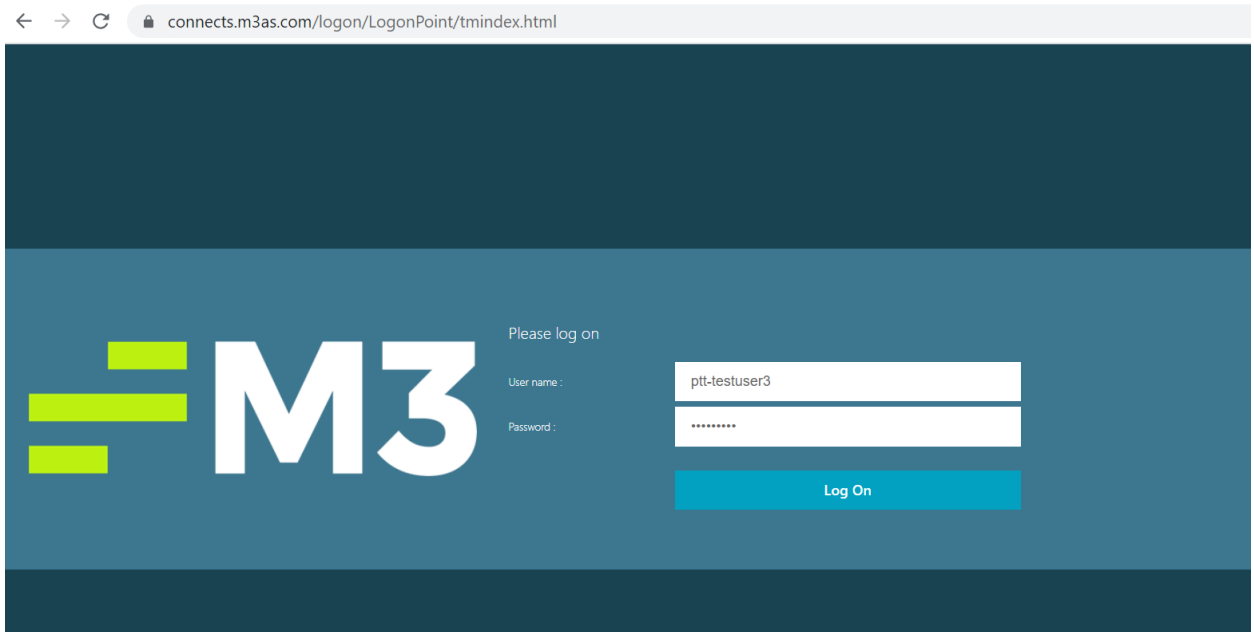
Yj29QpW5

Please go to <https://cloud.m3as.com> and use the temporary password provided to log in. Upon successfully logging in, you will be prompted to set a new password. Any preloaded passwords within the old password field should be removed. The temporary password provided can be entered.

M3 Password Requirements:

- Passwords **must** be at least 8 Characters in length
- Passwords **cannot** be any part of your M3 Username, the management company name or your name
- Passwords **must** contain all 3 of the following elements:
 - At least 1 Capital Letter
 - At least 1 Lowercase Letter
 - At least 1 Number
- Special Characters are **not** recommended
- A new password **must** be unique and cannot be the same as the previous password (or any of the prior 5 passwords).

8. Copy the temporary password from this screen and click on the link to go to <https://cloud.m3as.com>. Put your username and paste the temp password in the password field to log in



9. Follow the instructions on the website where you received your temporary password

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10. The **OLD PASSWORD** is the temporary password that you received from the website, not your old password, even if it auto populates something delete it and enter the temp password

11. You will receive an error if one of the following occur
 - If you do not enter the correct information in the old password field
 - The new passwords you entered do not meet the requirements
 - The new passwords to not match

12. If you receive an error you will need to close the browser tab or the entire browser, launch a fresh browser and try again using the same temp password



Change Password

User name : ptt-testuser3

Old Password :

New Password :

Confirm Password :

Submit

13. It will take you back to the main page to log in with your username and the password you just created

Please log on

User name : ptt-testuser3

Password :

Log On

connects.m3as.com/logon/LogonPoint/tmindex.html

14. If you receive the error “Try again after some time or contact your help desk” you will need to start the process over again. Please make sure you are following all of the process correctly

15. If you are following the entire process correctly and the password you created is still failing, please email techsupport@m3as.com with your username requesting assistance in resetting your password

Notes/Addendums:

*** N/A