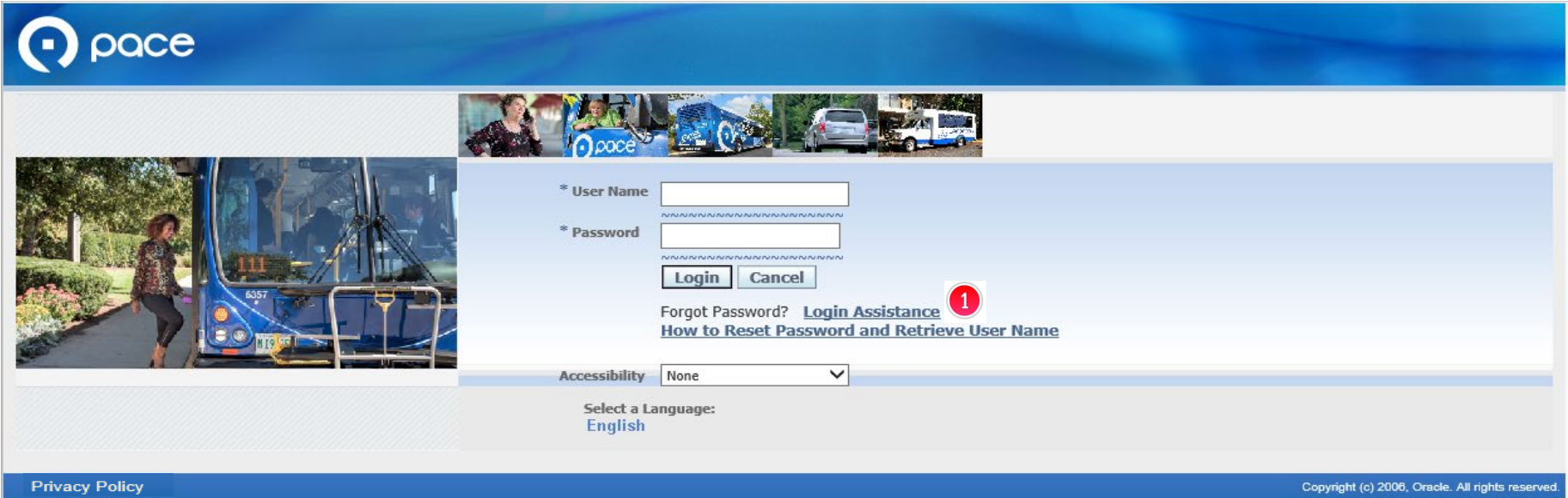


How to Reset Password and Retrieve User Name



STEP 1

If you forgot your password and/or user name, click Login Assistance 1 on the login page.

**Login Assistance**

* Indicates required field

Forgot Password

Enter your user name, instructions for how to reset your password will be emailed to you.



User Name **Forgot User Name**

Enter the email address associated with your account, your user name will be emailed to you.

Email

(Example: first.last@domain.com)

STEP 2

The Login Assistance page will appear. If you forgot your password, enter your user name  and click Forgot Password . If you forgot your user name, proceed to Step 7.

 ConfirmationYou will receive an email with instructions to reset your password. **1**OK **2**[Privacy Policy](#)

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STEP 3

The Confirmation page will appear with a message regarding your request to reset your password **1**. Click OK **2** and check your email for instructions to reset your password.

From: **EBUS Pacebus Workflow Mailer**
Date: Tue, Apr 23, 2019 at 11:40 AM
Subject: FYI: Password Reset
To: MIKE FAS <mike@fas.com>

To MIKE FAS
Sent 23-APR-2019 11:38:45
ID 7115168

1

Pace, the Suburban Bus Division of the Regional Transportation Authority, has received your request to reset your password. To reset your password, click this [LOGIN](#) link. The link will expire in 24 hours.

Your password is case sensitive. It must contain the special character !, @, #, or * and seven or more alphanumeric characters, one of which must be an uppercase letter, one of which must be a lowercase letter, and one of which must be a number. Your password may not include consecutive repeated alphanumeric characters (e.g., you cannot use "Progress122!").

DO NOT REPLY DIRECTLY TO THIS EMAIL AS IT WAS SENT FROM A NOTIFICATION-ONLY EMAIL ADDRESS THAT CANNOT ACCEPT INCOMING EMAILS.

STEP 4

Click the Login link  in the email.

Reset Password

* Indicates required field

Please enter your user name and password below. The password you enter below will replace your old password.

* User Name	<input type="text" value="MIKE@FAS.COM"/>
* Password	<input type="password" value="••••••••"/> (8 characters or more)
* Confirm Your Password	<input type="password" value="••••••••"/>
	<input type="button" value="Confirm Password"/> 

STEP 5

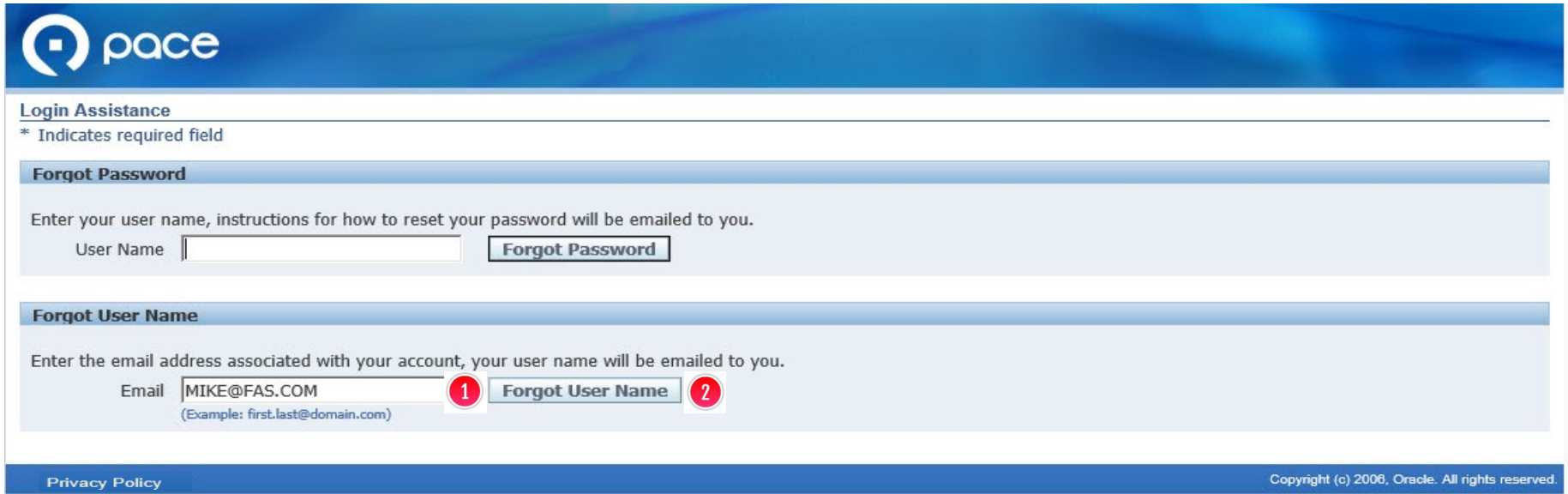
The Reset Password page will appear. Complete the required fields. Click Confirm Password .



The screenshot shows the PACE website's confirmation page. At the top left is the PACE logo. In the top right corner, there are links for "Home" and "Preferences". A green confirmation message is displayed: "Confirmation Your password has been reset." with a red circle containing the number "1" next to it. To the right of the message is an "OK" button with a red circle containing the number "2" next to it. At the bottom of the page, there is a footer with "Privacy Policy" on the left, "Home Preferences" in the center, and "Copyright (c) 2008, Oracle. All rights reserved." on the right.

STEP 6

The Confirmation page will appear with a message confirming that your password has been reset **1**. Click OK **2** to log in with your new password.



The screenshot shows the Pace Login Assistance page. At the top left is the Pace logo. Below it is the heading "Login Assistance" and a note "* Indicates required field". There are two main sections: "Forgot Password" and "Forgot User Name".

Forgot Password
Enter your user name, instructions for how to reset your password will be emailed to you.
User Name

Forgot User Name
Enter the email address associated with your account, your user name will be emailed to you.
Email
(Example: first.last@domain.com)

At the bottom left is a "Privacy Policy" link, and at the bottom right is the copyright notice: "Copyright (c) 2008, Oracle. All rights reserved."

STEP 7

If you forgot your user name, enter the email address associated with your account **1** and click Forgot User Name **2**.



STEP 8


The Confirmation page will appear with a message regarding your request to retrieve your user name **1**. Click OK **2** and check your email to retrieve your user name.



How to Reset Password and Retrieve User Name


From: **EBUS Pacebus Workflow Mailer**
Date: Tue, Apr 23, 2019 at 11:53 AM
Subject: FYI: User Name lookup
To: MIKE FAS <mike@fas.com>

To MIKE FAS
Sent 23-APR-2019 11:52:59
ID 7115169

Pace, the Suburban Bus Division of the Regional Transportation Authority, has received your request to retrieve your user name. Your user name is MIKE@FAS.COM 

DO NOT REPLY DIRECTLY TO THIS EMAIL AS IT WAS SENT FROM A NOTIFICATION-ONLY EMAIL ADDRESS THAT CANNOT ACCEPT INCOMING EMAILS.

STEP 9

Your user name will be included in the email  .