

Forgotten Password

Purpose:

The purpose of this document is to provide detailed instructions for a Nicor Gas Nomination System user to request a new password to replace one that they have forgotten.

Note: If a field is required to be completed, the field name is **bold**.

Instructions:

- 1. Enter your User ID.
- 2. Click the Forgot Password hyperlink.

nicor	Gas Nomination System		GasExchange
Gas Advisory Watch your noms <u>Gas Day</u> Visit Nicor Energy Companies <u>Gas Transportation Services</u> Home Page for information about Gas Transportation Services and information on using the New Gas Nomination System.		Enter your ID and password to sign in User ID : rpum Password : OK Forgot Password?	

3. The Clue Question that you have chosen will display.

Gas Nomination System - Forgot Password	
Clue Question : Mother's Maiden Name	
OK Cancel	

Field	Function
Clue Answer	Enter the answer to the Clue Question.

- 4. Click the **OK** button. If any errors exist, an error message will display on the page. These errors must be corrected before you can receive your password.
- 5. Your current password will be e-mailed to you.
- 6. At the log in page, enter your User ID and Password. You will be required to change your password. (For more information on changing your password, see the Job Aid entitled "Change Password.")