

Forgotten Password

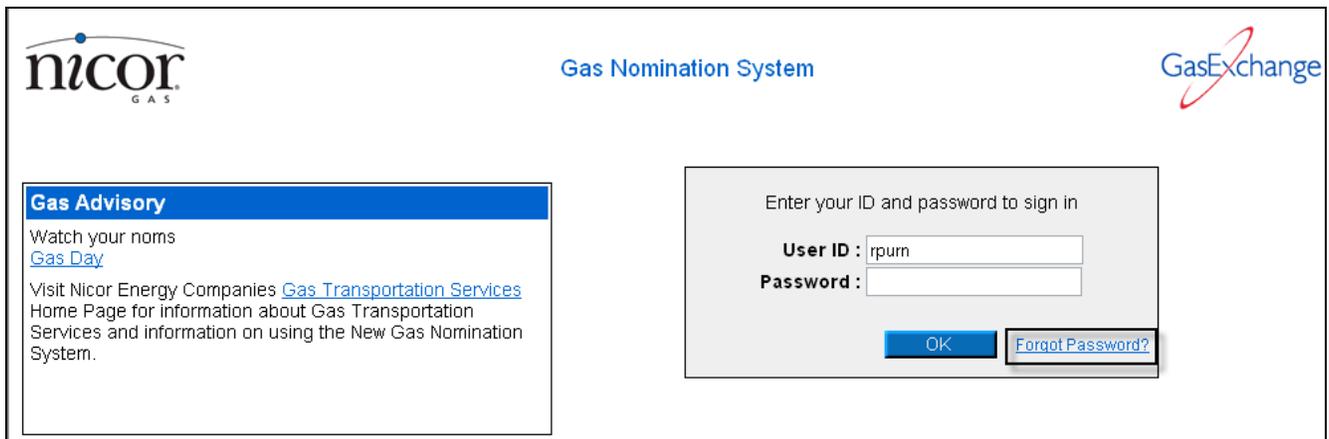
Purpose:

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.

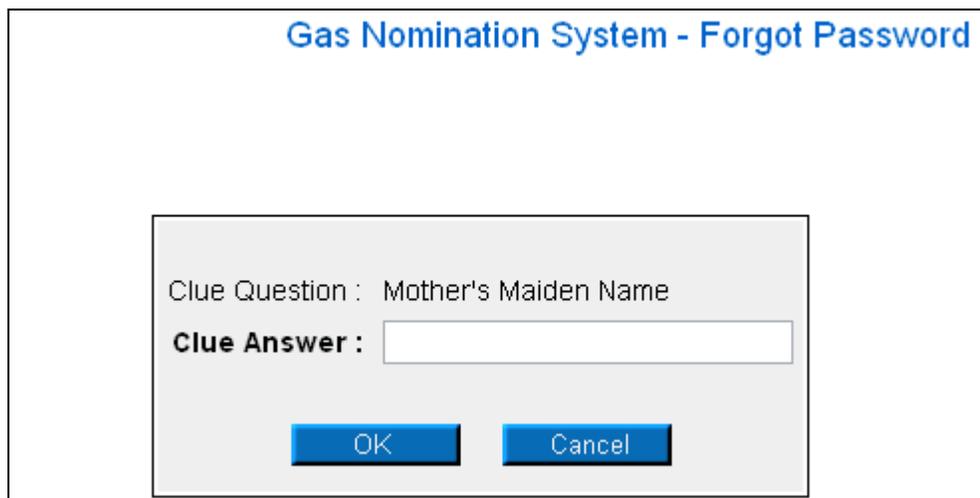
Note: If a field is required to be completed, the field name is **bold**.

Instructions:

1. Enter your User ID.
2. Click the [Forgot Password](#) hyperlink.



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



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

Nicor Gas Nomination System

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.”)