

Goad Portal Crib Sheet

Managing your password



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Goad Portal employs rigorous security measures to ensure that users benefit from uninterrupted access to the system. One such measure is the requirement for all users to use and maintain a password that conforms to strict criteria.

Password criteria

When setting up your password for the first time, or to replace an existing one, you must enter a password that satisfies all of the following criteria:

- It must consist of a minimum of 8 characters (10 characters for an administrator).
- It must contain at least one alphabetic character, one numeric character and one upper case or special character.
- It cannot be blank or null.
- It cannot be the same as your 13 previously used passwords.

Forgotten password

If you forget your password you can reset it yourself from the **Login** screen. The procedure is simple and quick.

Note: If you make 5 unsuccessful attempts to login to Goad Portal your account will be locked and you will no longer be able to reset your password yourself. If you are unsure of your password it is therefore advisable to reset your password rather than making multiple attempts to login.

To reset your password:

1. Click **Forgotten** on the **Login** screen to display the **Forgotten Password** screen.



Forgotten Password

Please enter your login email address and we will send you a link to reset your password.

Login Email

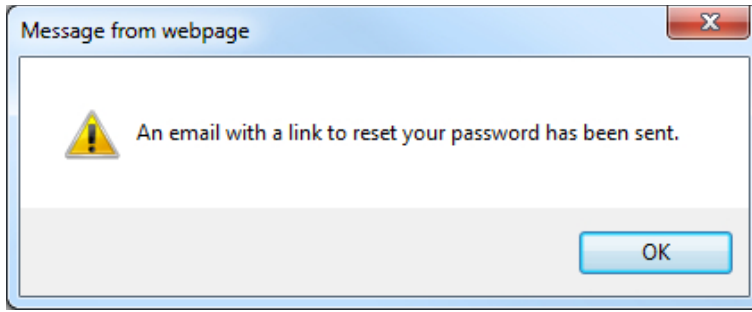
Clear

Submit

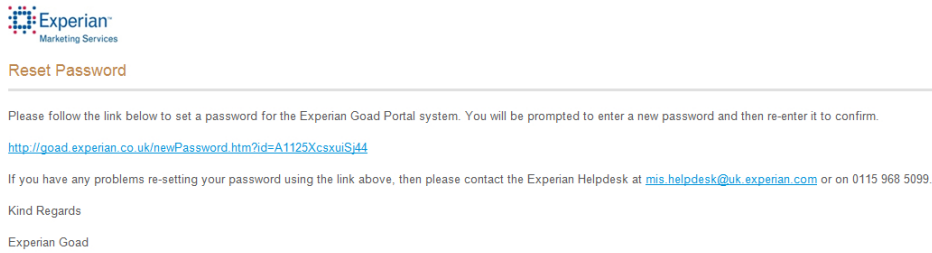
2. Enter your login email address. This must be the same email address that you use to login.

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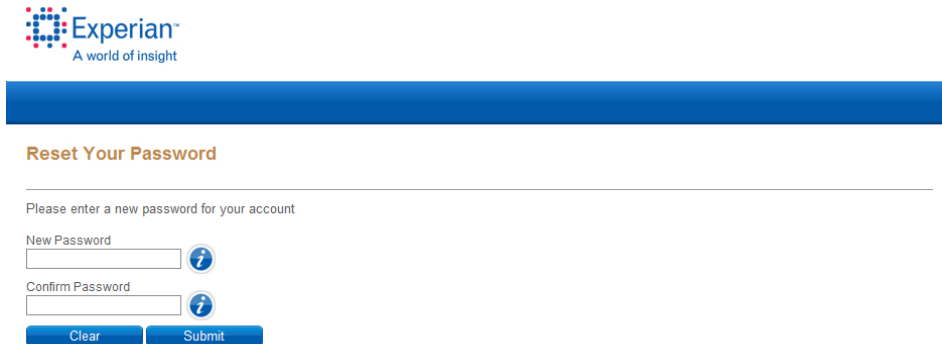
- Click **Submit**. A message is displayed to say an email has been sent.




- You will receive an email similar to that shown below.



- Click on the link in the email to display the **Reset Your Password** screen.



- Enter a new password in the **New Password** box, making sure it conforms to the criteria specified at the start of this crib sheet. Clicking  will display the criteria on screen. Confirm your password by entering it again in the **Confirm Password** box.
- Click **Submit**. If the new password you entered did not meet the criteria an error message is displayed identifying the problem. You will need to correct the problem and enter a new password again.

Account unlocking

After 5 unsuccessful attempts to login to Goad Portal your account will be locked. This is a security measure designed to prevent unauthorised access. To get your account unlocked you must contact the Experian Goad helpdesk (contact details on the last page of this crib sheet).

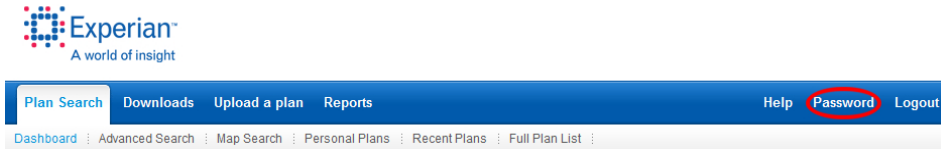
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Password expiry

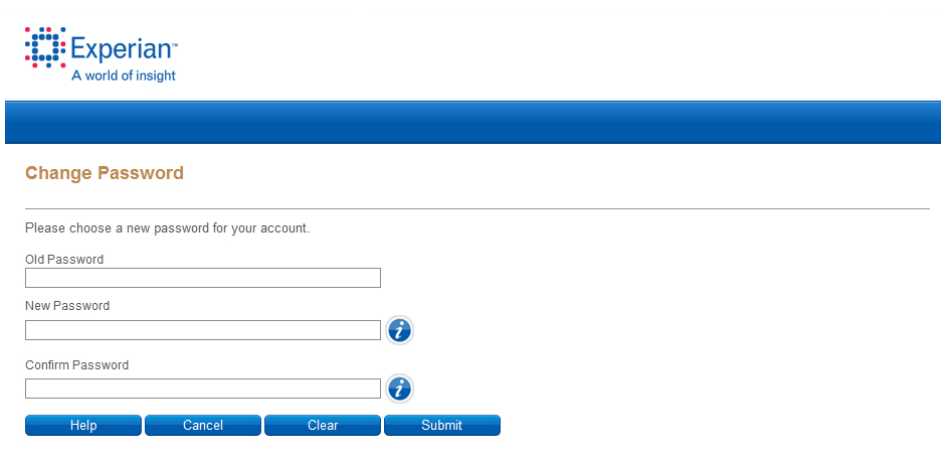
As a standard user your password expires after a period of 90 days (for an administrator this period is reduced to 30 days).


To change your password prior to its expiry:

1. Click **Password** in the menu bar.



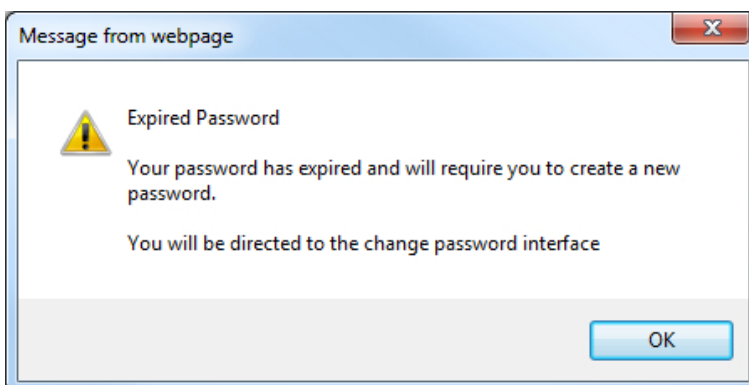
The **Change Password** screen is displayed.



2. Enter your current password in the **Old Password** box.
3. Enter a new password in the **New Password** box, making sure it conforms to the criteria specified at the start of this crib sheet. Clicking  will display the criteria on screen. Confirm your password by entering it again in the **Confirm Password** box.
4. Click **Submit**. If the new password you entered did not meet the criteria an error message is displayed identifying the problem. You will need to correct the problem and enter a new password again.

To change your password after its expiry:

1. Attempt to login to Goad Portal in the normal way. You will see the following message:



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2. Click **OK** to display the **Password Expired** screen.



Password expired

Your password has expired, you must set a new password for your account. Please fill in the form below:

Username

Old Password

New Password
 ⓘ

Confirm Password
 ⓘ

Your username is completed for you.

3. Enter your expired password in the **Old Password** box.
4. Enter a new password in the **New Password** box, making sure it conforms to the criteria specified at the start of this crib sheet. Clicking ⓘ will display the criteria on screen. Confirm your password by entering it again in the **Confirm Password** box.
5. Click **Submit**. If the new password you entered did not meet the criteria an error message is displayed identifying the problem. You will need to correct the problem and enter a new password again.

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