Managing Preferences

- Changing Your Password
- Resetting a Forgotten Password
- Setting Time Zone and Date/Time Formats

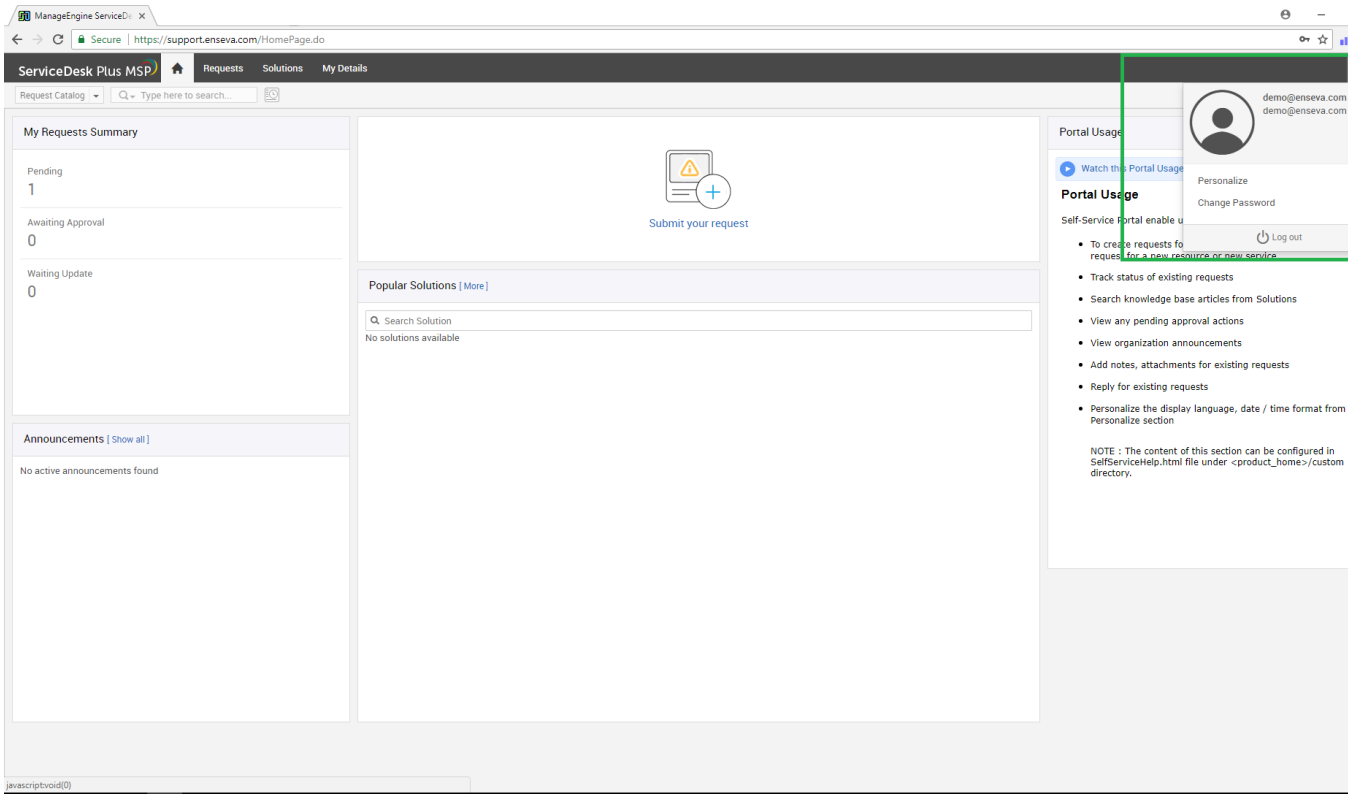
Changing Your Password

We recommend updating your password regularly to keep your account secure.

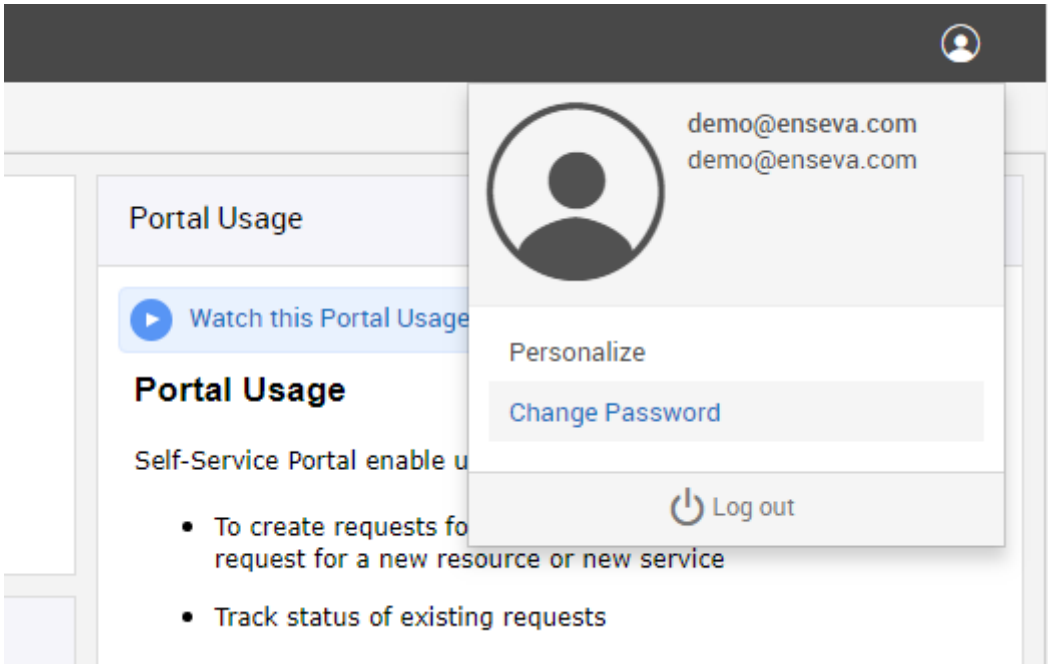
In this tutorial we will review how to update your password from your Enseva account.

Changing Your Password

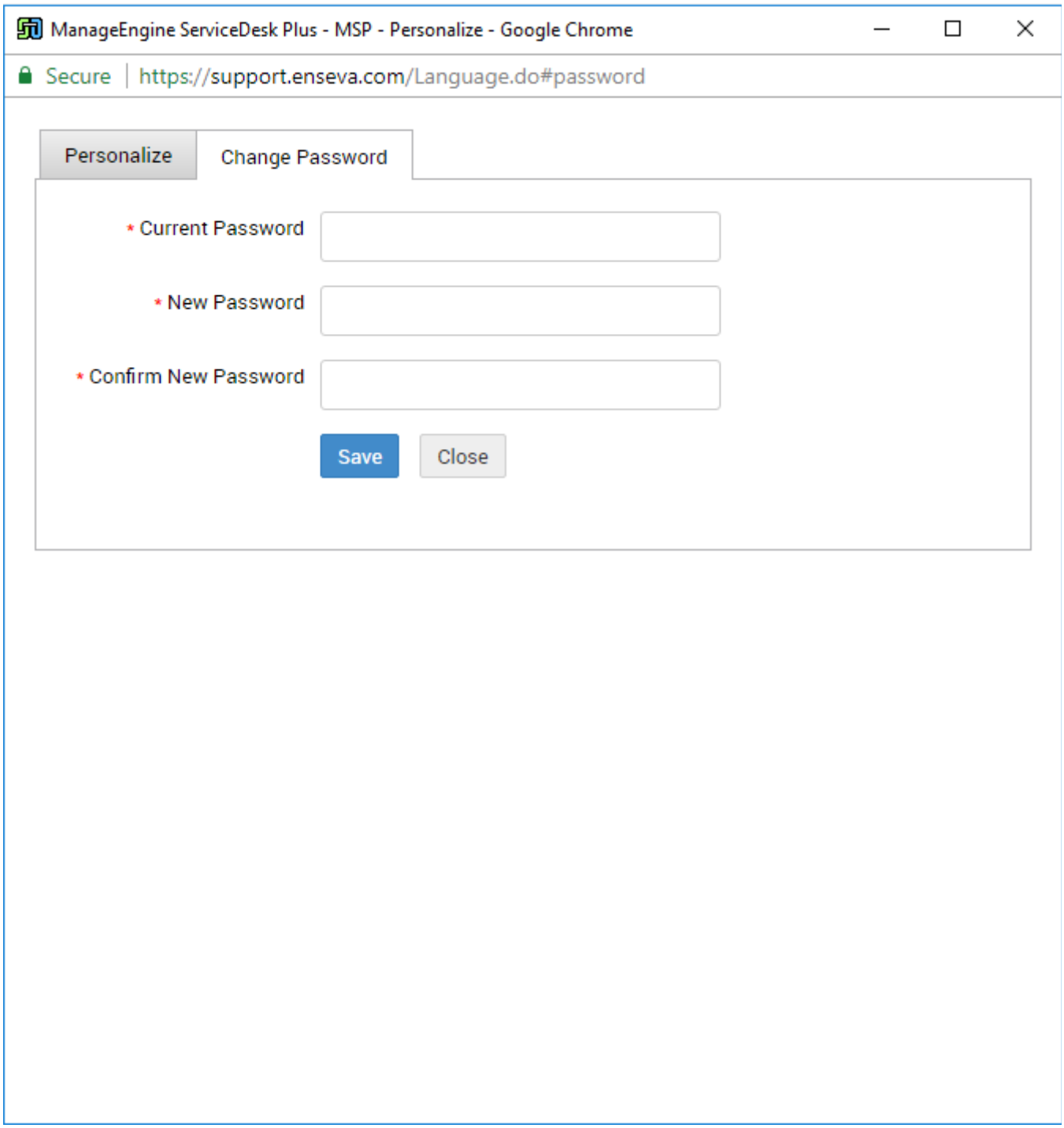
1. To change your password while logged in, click on your User Menu in the upper-right corner of your account home page.



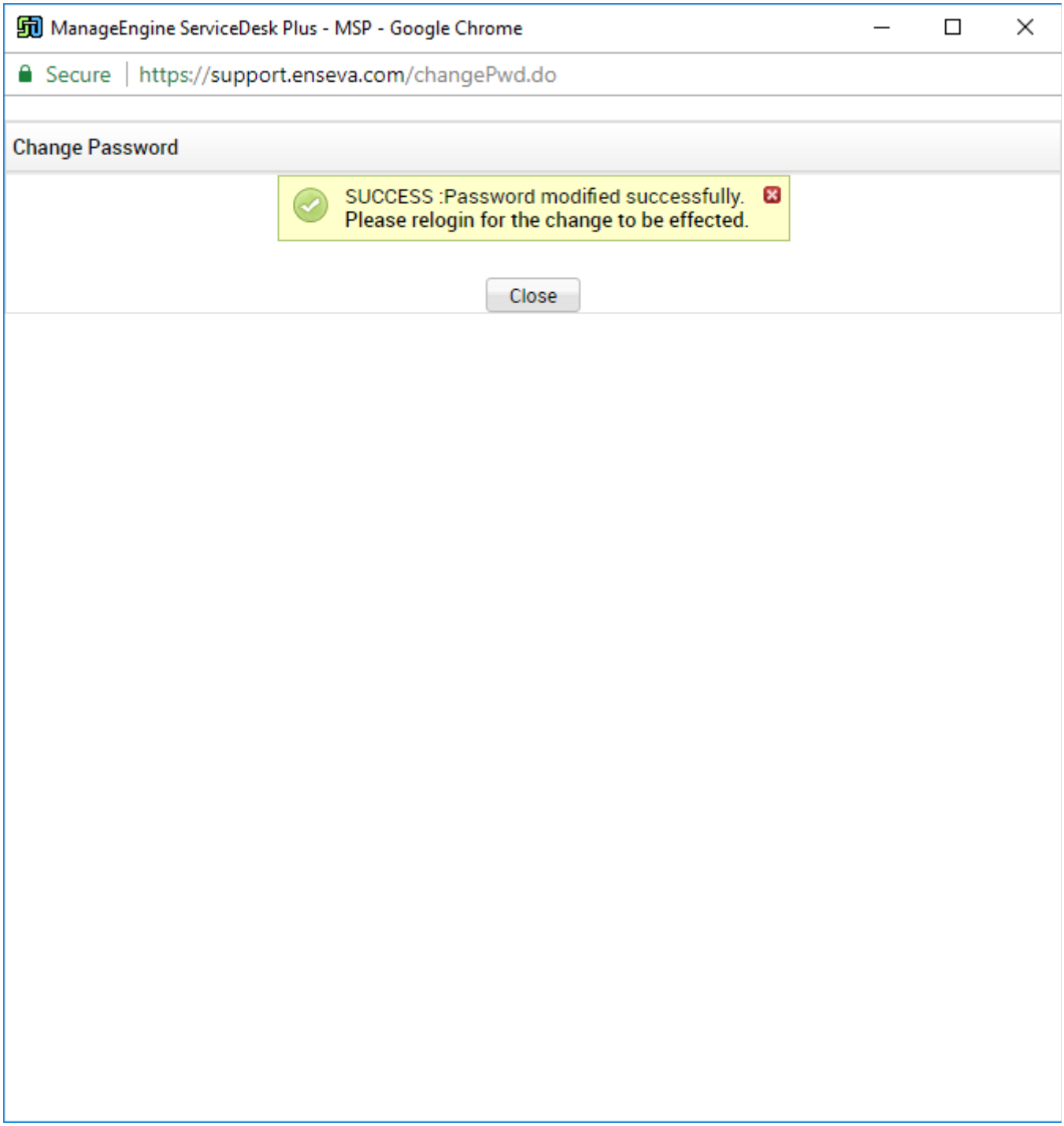
2. Click on Change Password.



3. You'll see a pop-up window as shown below.



4. After you click Save you'll see a success screen confirming you've updated your password.

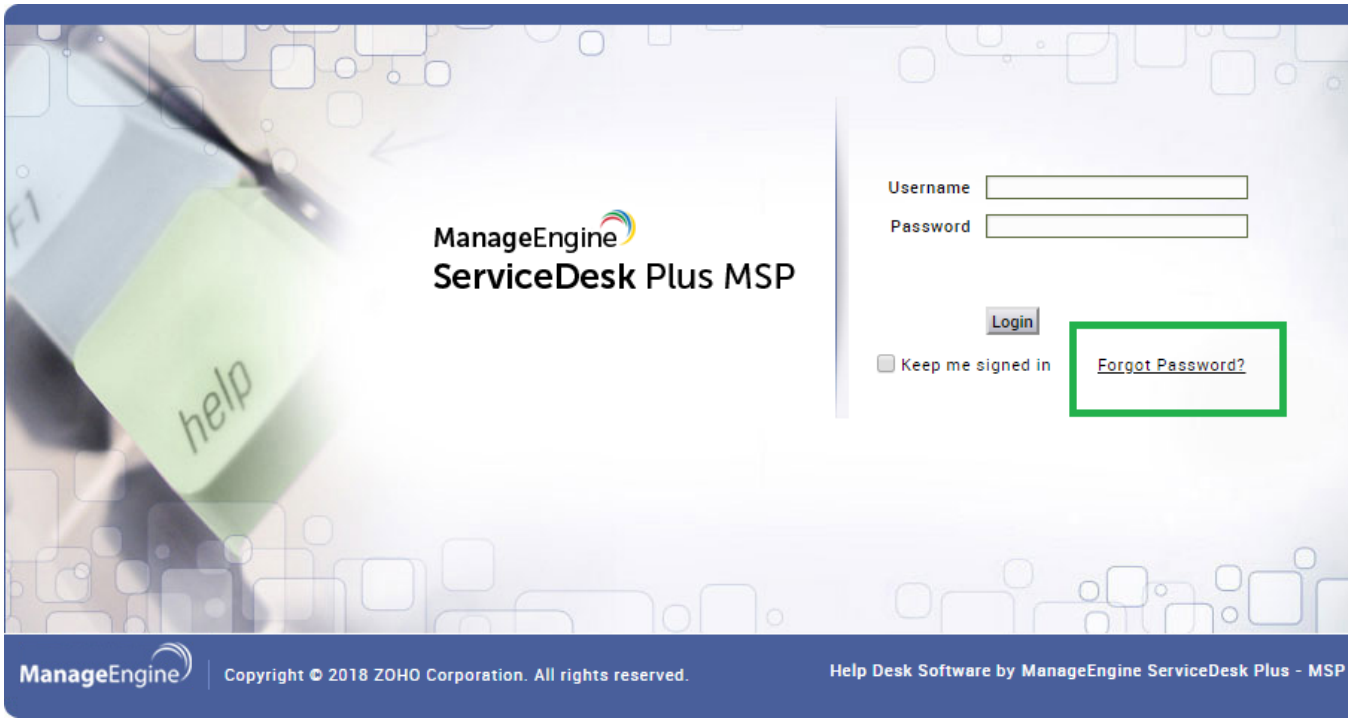


Resetting a Forgotten Password

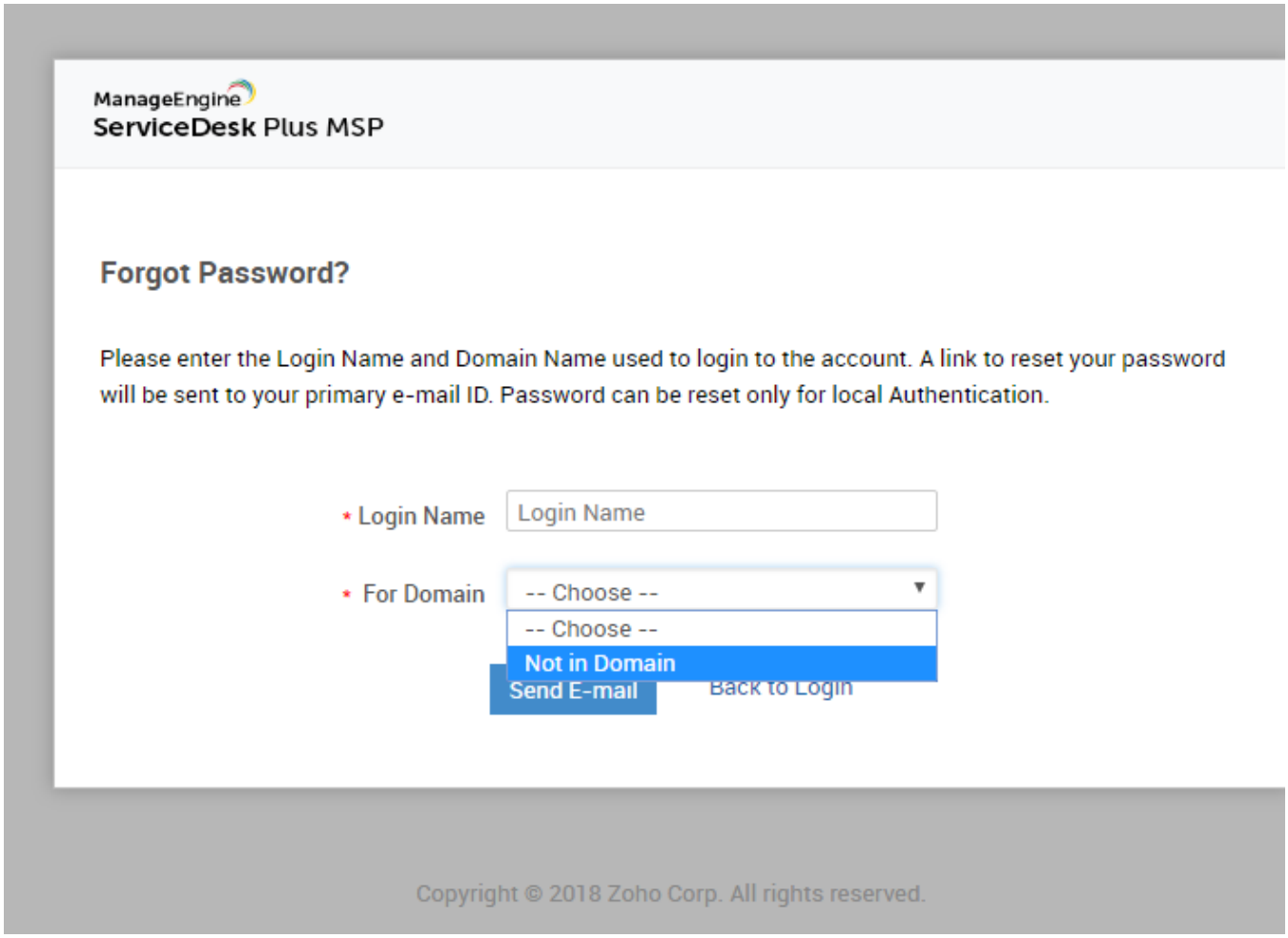
We all forget our passwords sometimes, but it's easy to reset if you do. Follow the tutorial below to reset your forgotten password.

Changing Your Password (Forgot Password)

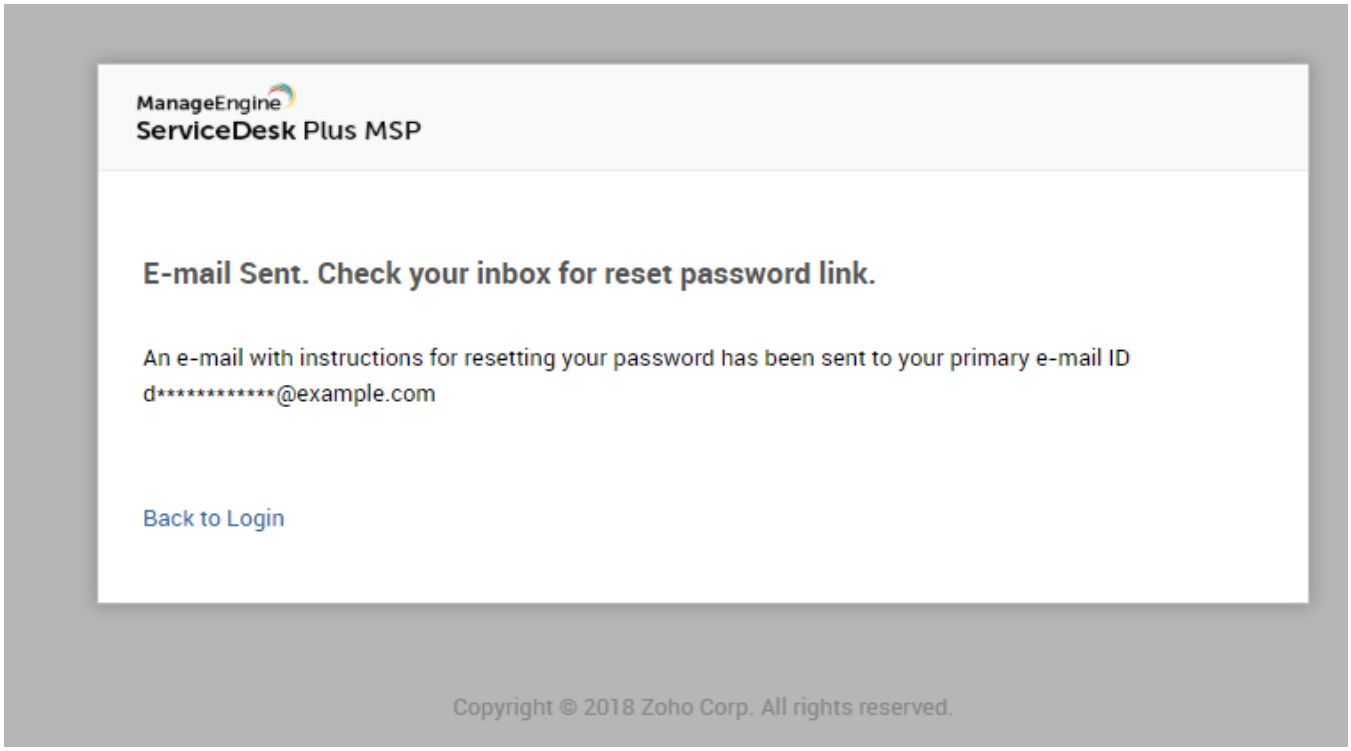
1. If you've forgotten your password, start by visiting Enseva Support and click the Forgot Password link.



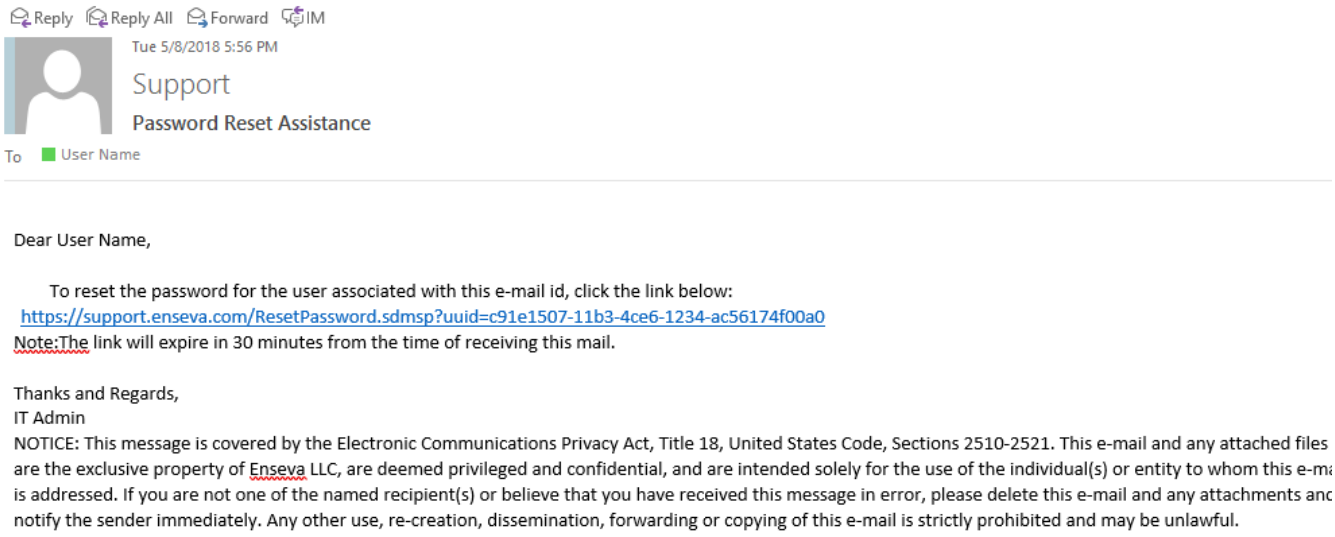
2. On the Forgot Password screen, enter your Login/User Name and choose Not in Domain in the For Domain field. Then click Send Email.



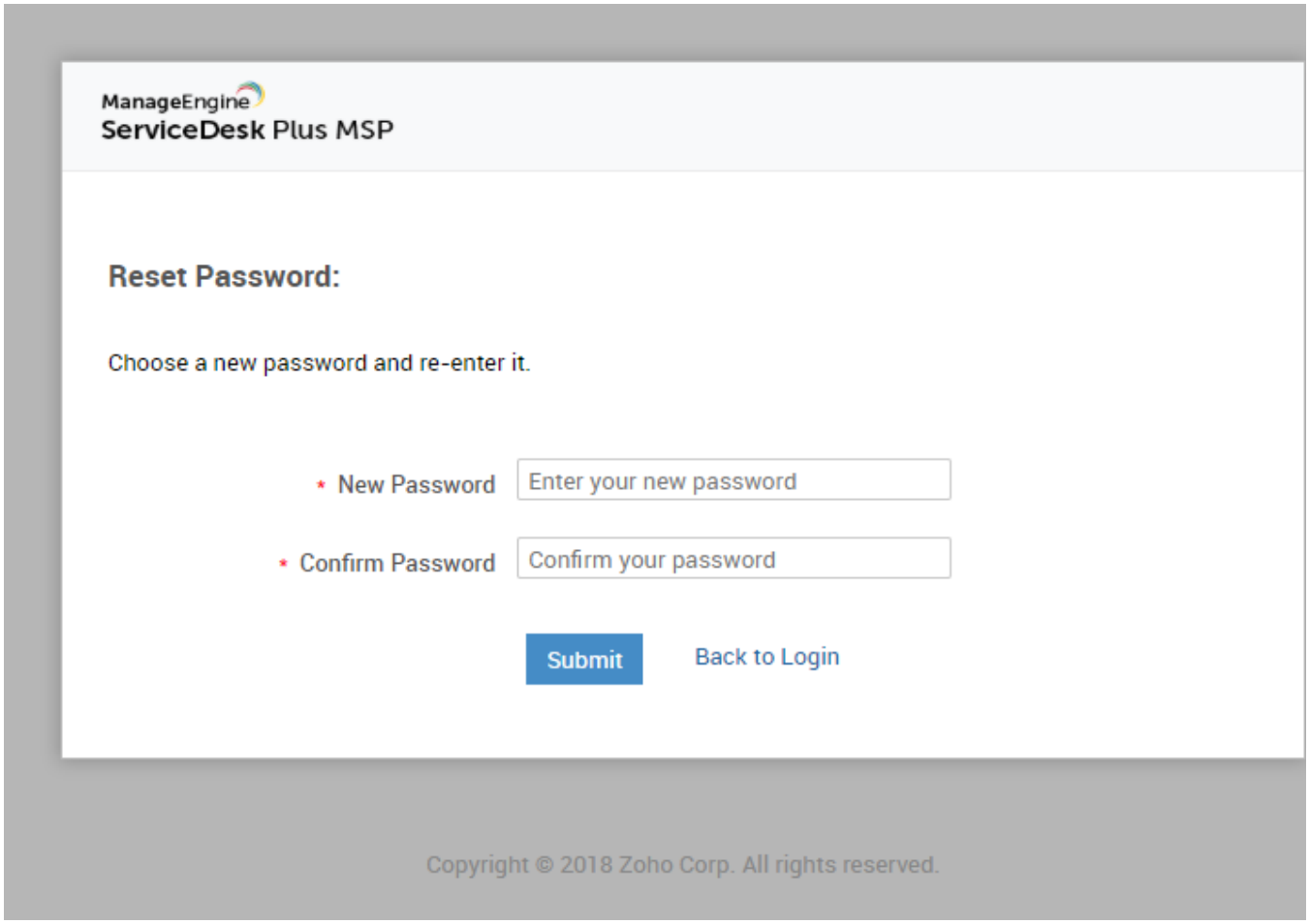
3. You'll receive a confirmation that an email will be sent to the address on file and that you will need to open this email to continue the password reset process.



4. Open this email and click the link provided.



5. You will be taken to a page where you can now set a new password. Enter the new password, then repeat it in the next field to confirm. Click Submit.



6. You'll receive confirmation that you've reset your password. You should now be able to return to the Enseva Support page at https://support.enseva.com and login with your new password.

Setting Time Zone and Date/Time Formats

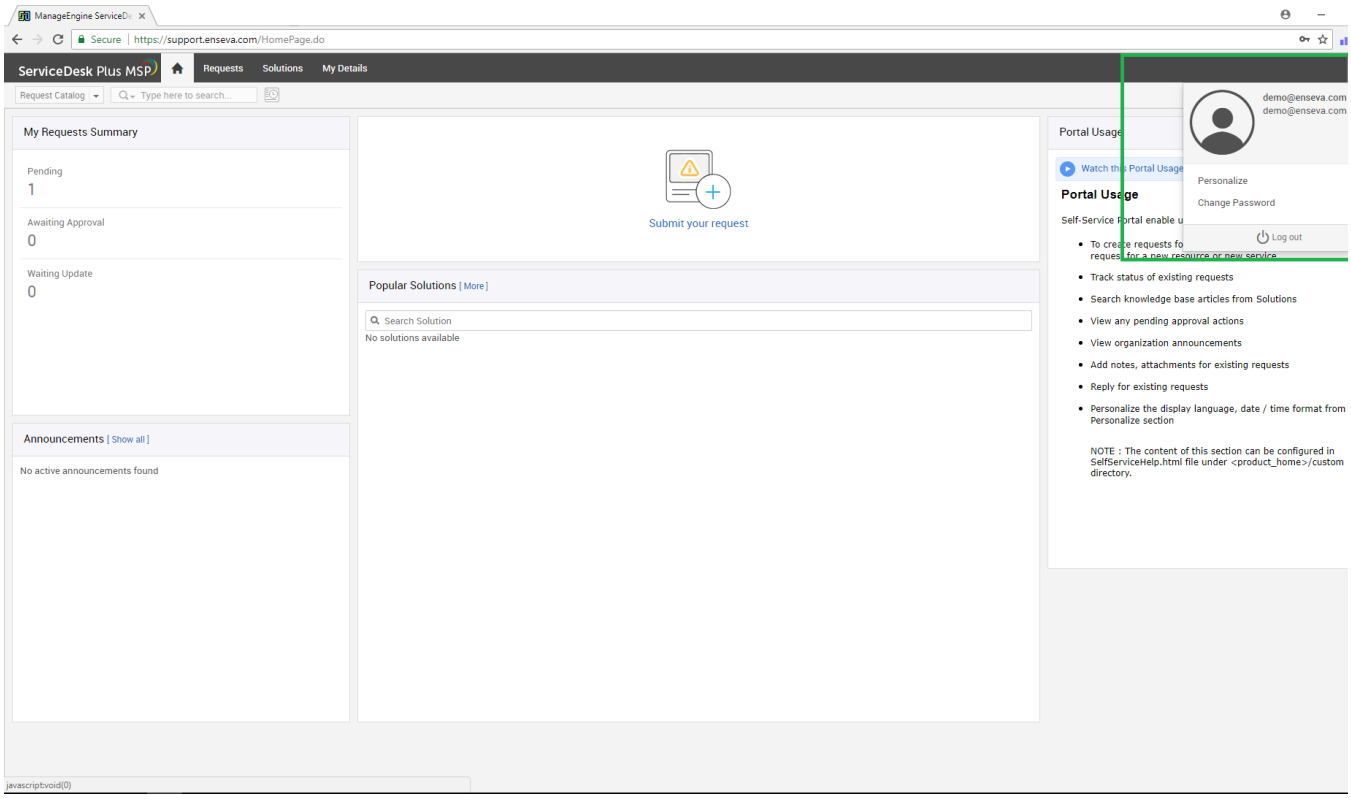
To make your account easier to manage it is important to be able to properly recognize date and time where it is displayed across the account.

For example, when making a service request, the time stamp shown for the due date and creation date can be formatted to your preference and based on your region.

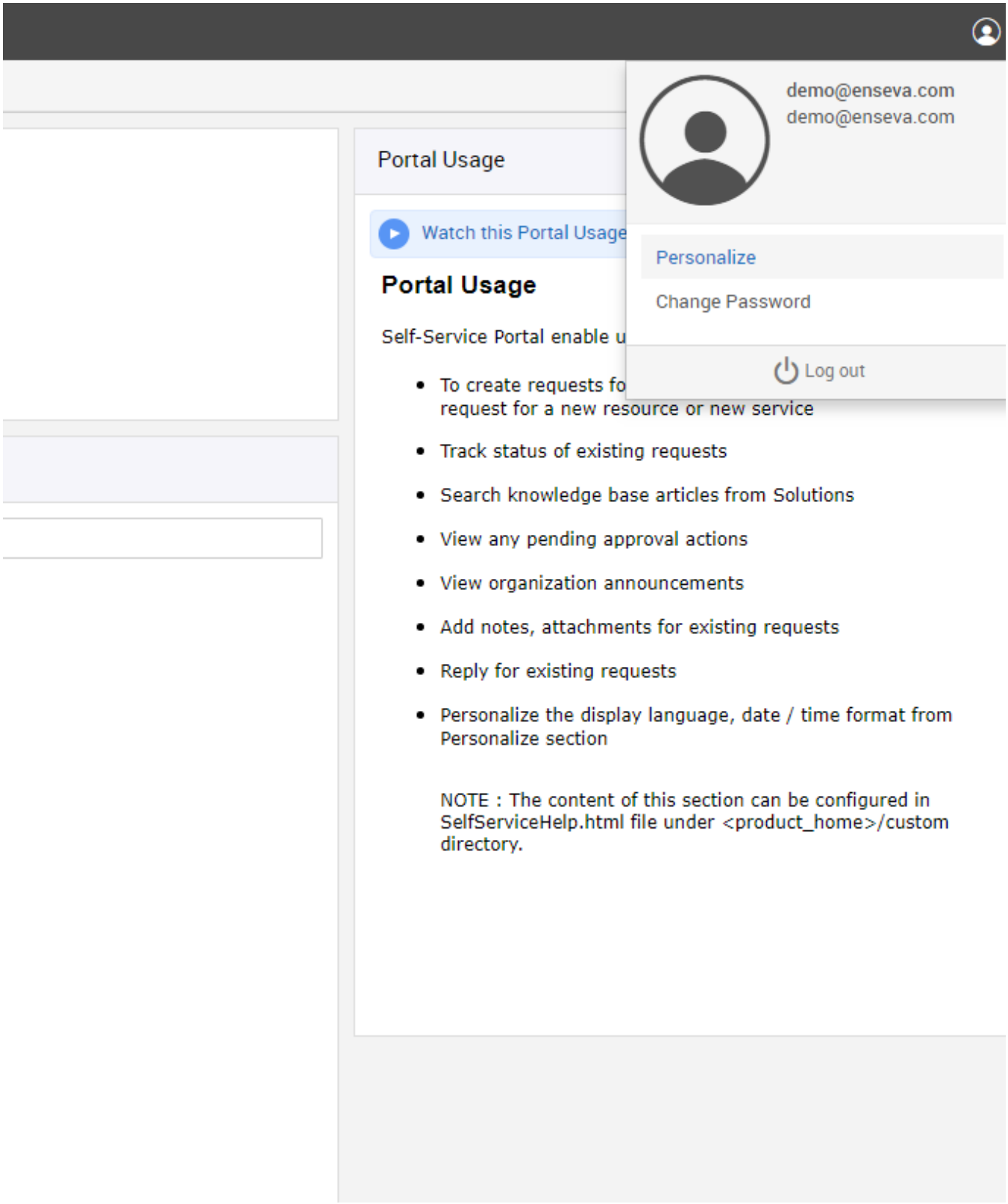
We will discuss how to modify these settings in this tutorial.

Setting Time Zone and Date/Time Formats

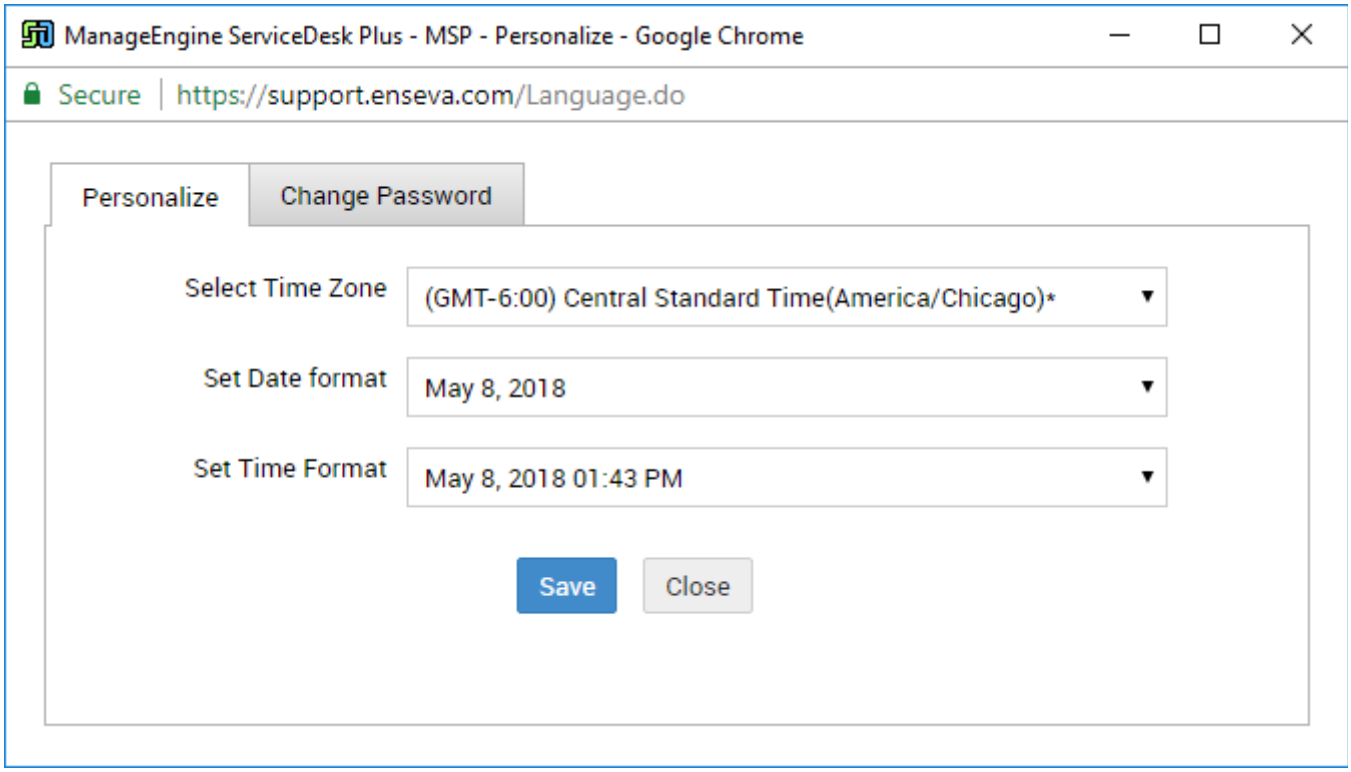
1. Start by clicking on the User Menu in the upper-right corner of your account home page.



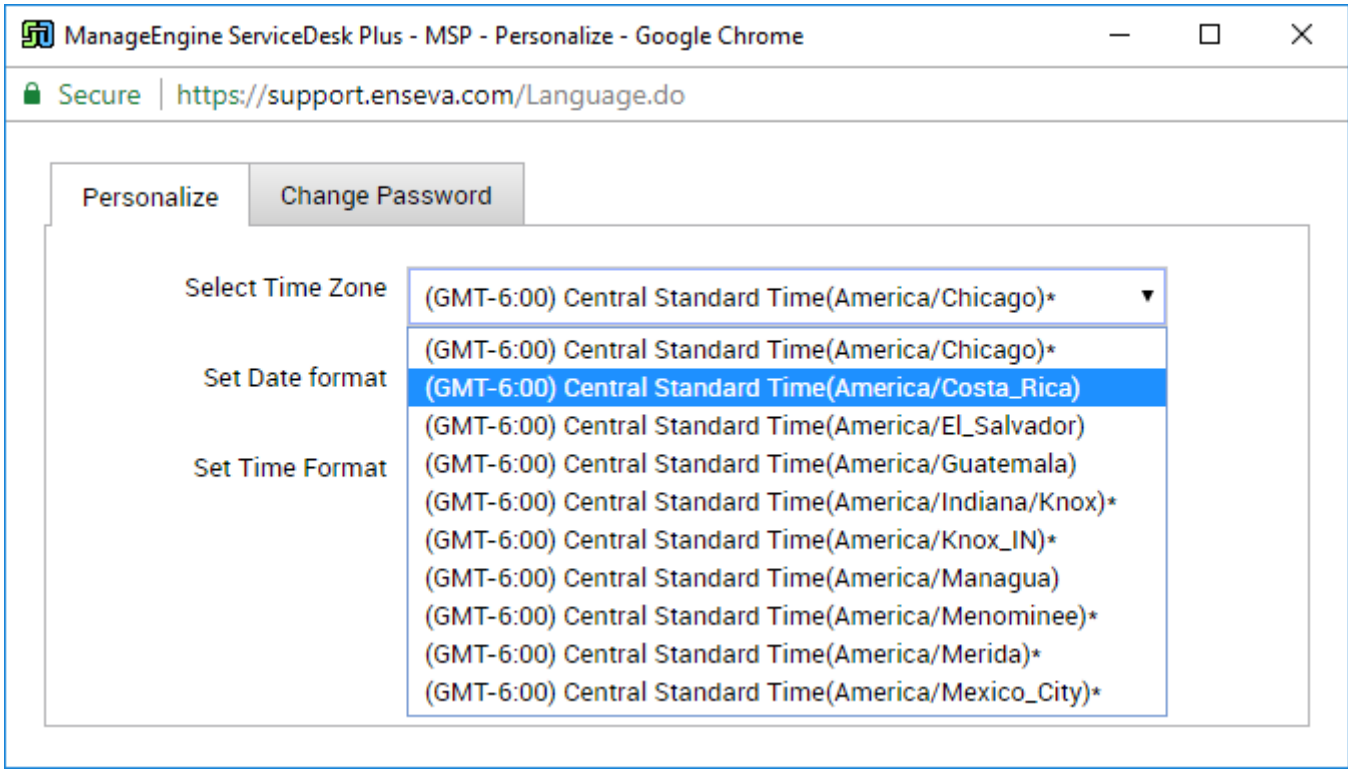
2. Click on Personalize.



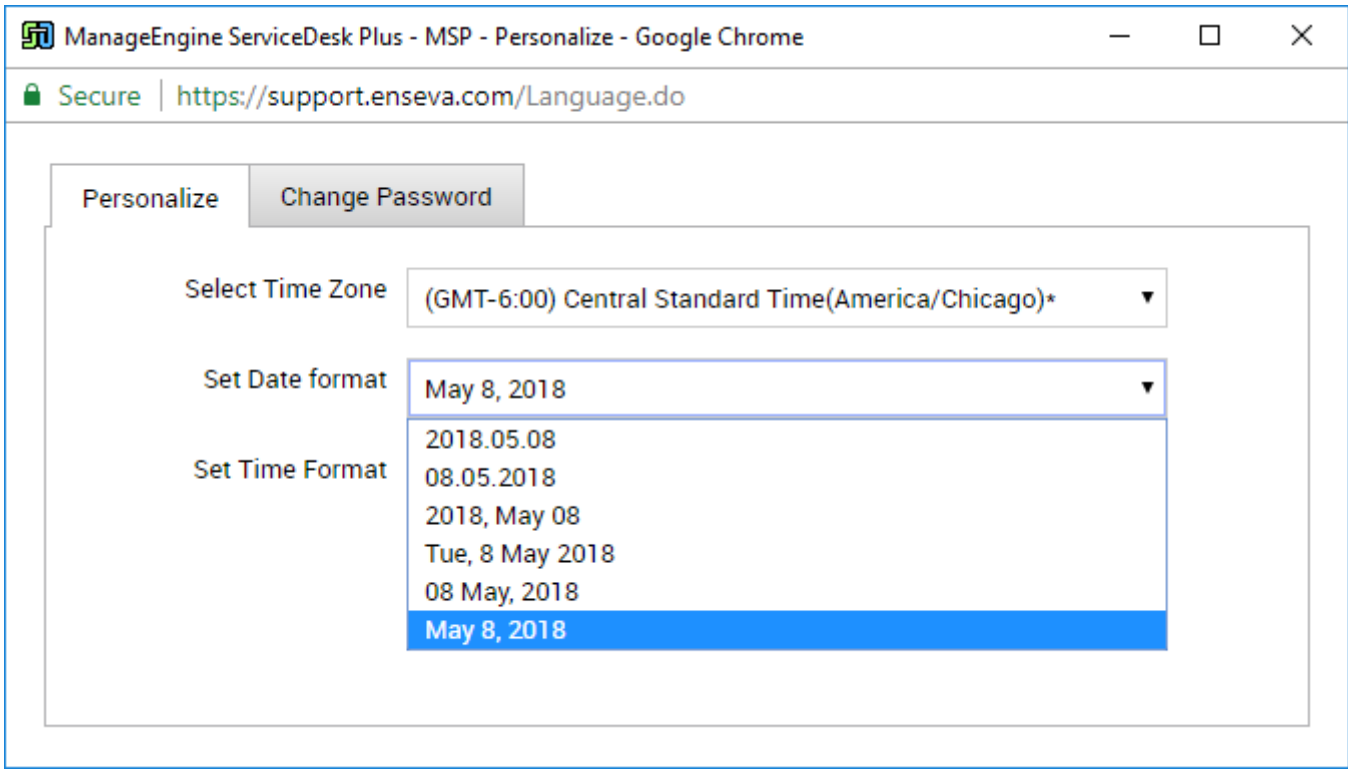
3. On the pop-up window you will see where you can adjust the following settings



4. Time Zone
   Set the value for your region



5. Date Format
   This will adjust the appearance of dates across your account (exa. 5 May, 2018 vs. May 5th, 2018)



6. Time Format
   This will adjust the appearance of date and time across your account. In most cases, this will take precedence over the Date Format setting

