Resetting Your Password

IRON MOUNTAIN CONNECT™
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Resetting Your Password

A secure password ensures the safety and confidentiality of your information and assets. With Iron Mountain Connect’s enhanced password reset functionality, maintaining your password has never been easier.

Our automated process is seamless and secure; with just a few clicks, your password will be reset and you will be logging in.

Use this guide to learn how to:

- Reset your password if you are a new user:
  - Via the Welcome Email
  - Via Single Sign On
- Reset your password if you are a returning user:
  - Via the Update Password link
  - Via your Security Questions
- Review Iron Mountain Connect password requirements
Resetting Your Password: New User via Welcome Email
As a new Iron Mountain Connect user, you will receive this Welcome email containing important login information. Click the LOG IN link to login. The temporary password is good for 24 hours after receiving this email.
Resetting Your Password: New User via Welcome Email

2. The Change Password screen opens. Enter the temporary password from the email.

3. Enter, then confirm, your new password. Green success icons display in the Password Rules area as you fulfill a rule; red error icons indicate rules that you still need to add to your password.

4. Click Set Password.
Resetting Your Password: New User via Welcome Email

Enter answers to the security questions.

Enter a 4-digit number that will be used as your voice security personal identification number (PIN) if you need to contact Iron Mountain via phone.

Click OK.
Resetting Your Password: New User via Welcome Email

Review your user information. Update any incorrect or missing information, then click Confirm.

Your user information is saved and the Iron Mountain Connect Homepage opens.
Resetting Your Password: New User via Single Sign On
Resetting Your Password: New User via Single Sign On

Users at companies with Single Sign On (SSO) capability access Iron Mountain Connect via a link on their company intranet page. The first time an SSO user logs in, they must update their Voice Security PIN.

1. As an SSO user, the first time you log in you must enter a 4-digit number that will be used as your voice security personal identification number (PIN) if you need to contact Iron Mountain via phone.

2. Click OK to open the Confirmation screen.
Resetting Your Password: New User via Single Sign On

3. Review your user information. Update any incorrect or missing information, then click Confirm.

Your user information is saved and the Iron Mountain Connect Homepage opens.
Resetting Your Password: New User via Single Sign On

1. Click OK to open the Iron Connect Homepage and begin using Iron Mountain Connect.

2. Click this link to log in and begin using Iron Mountain Connect.

3. Use the Add/Edit Voice Security PIN link on your My Profile page to update your voice security PIN.

4. Click this link to log in and begin using Iron Mountain Connect.

Thank you for setting your Voice Security PIN. Please click here to continue to the next page.

To update your Voice Security PIN in the future, please click on "My Profile" in the portal banner.

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Resetting Your Password: Returning User via the Forgot Password Link
Resetting Your Password: Returning User with Link

Password reset enables returning users to reset an existing or forgotten password.

From the Iron Mountain Connect Log In screen, enter your username, then click the Forgot Your Password? link.
Resetting Your Password: Returning User with Link

The Forgot Password screen opens. (Users that have not set security questions see a variation of this screen.)

You have two reset options:
- Email (default): Iron Mountain will email you a temporary password and link
- Security Questions: Correctly answer the security questions set in your User Profile (the Change Password screen opens; skip to step 8)

2. Click OK.

3. Click OK.
Resetting Your Password: Returning User with Link

If you opted to reset via email, the Changed Password screen opens. An email with a link to reset your password is sent to the email address in your User Profile.

Click Ok.

[Note: for security reasons, we advise you to close the browser now]
Resetting Your Password: Returning User with Link

From within the email, click the Update Password link to return to the Iron Mountain Connect Log In screen.

The temporary password is good for 8 hours after receiving this email.
Resetting Your Password: Returning User with Link

6. Your username defaults. Enter or copy and paste the temporary password from the email.

7. Click Log In.
Resetting Your Password: Returning User with Link

8. The Change Password screen opens. Enter the temporary password from the email. (If you reset your password with your Security Questions, you will not enter an Existing or Temporary Password.)

9. Enter, then confirm, your new password. Green success icons display in the Password Rules area as you fulfill a rule; red error icons indicate rules that you still need to add to your password.

10. Click OK to log in and begin using Iron Mountain Connect.
Iron Mountain Connect passwords must meet the following requirements:

- Unique
- At least 8 characters long
- Contain at least two letters
- Contain at least one number
- Contain at least one special character: ! @ # $ % ^ & * ) ( 
- Cannot repeat the same character three or more times consecutively (aaa)
- Cannot contain spaces
- Should not contain any portion of the user’s first name, last name or username

Returning users:
- Cannot have been used as one of your previous 10 passwords (reusing passwords is discouraged)
- 20% of the characters must be different from your previous password