

Quick Reference Guide

Change, Reset, and Unlock Passwords for Webster Web-Link®

This purpose of this guide is to assist Web-Link users with changing their password, resetting forgotten passwords, requesting help for lockouts when a user enters an incorrect password 5 times, or requesting help for lockouts due to incorrectly answered security questions.

The password functionality is located on the top navigation bar under the Tools tab on Web-Link.

Treasury Dashboard	Accounts	Payments	Fraud Control	Check Services	File Services	Tools	Administration
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Depending on your entitlements, the top navigation bar may appear different (e.g., Home instead of Treasury Dashboard).

Change your password:

Passwords must be between 8-18 characters and contain 1 numeric, 1 alpha and 1 special character.

These special characters are allowed:

~	`	@	&	()	-	_	=	,	.	'
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Click on Tools > Set > Password

1. You'll see the Change Password page.
2. Enter your old password.
3. Enter your new desired password.
4. Reenter (confirm) your new password.
5. Click Submit.
6. You are logged off automatically and returned to the Login page.
7. Log back into Web-Link with your new password.

Password Tips:

- Passwords expire every 90 days
- Passwords can't be reused within 24 months
- These special characters are not allowed:

#	\$	+	%	?	*	”	“	^	<	>	blank space
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Reset forgotten password:

1. From the Login page, click Forgot Password link. (Note: This link will only display after you enter an incorrect password).
2. You will be prompted to answer 3 challenge questions to reset your password.
3. Password reset challenge questions must be set up ahead of time, during your first login. (Contact your CSA if you have not done so).
4. You will see an Authentication page where you must answer the challenge questions accurately.
5. After successfully answering the challenge questions, Web-Link will email a newly generated password to your established email address.
6. At the next login, you will be prompted to create a new, personalized password.

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Change your password after a reset:

From the Change Password page:

1. Log into your Web-Link account using the temporary password emailed to you.
2. You will see the change password page.
3. Enter your old password.
4. Enter your new desired password.
5. Reenter your new password as confirmation.
6. Click Submit.

Tip: If you do not log in and change your temporary password within 5 calendar days, you must contact your CSA to reset your password.

Change Password
Use this page to change your password.

Warning
• You must change your password before you may access the application.

* Required

Old Password *

New Password *

Confirm Password *

Submit

Password lockouts:

1. A password lockout will occur when you have made more than 5 unsuccessful attempts to enter your correct password on the login page.
2. Try the Reset Forgotten Password feature on the login page. (If this does not work, contact your CSA to reset your password).
3. You will receive a temporary password in an email that will expire after 5 calendar days.

User ID lockouts due to failed Authentication Questions

Request help from your Webster Client Support Specialist

1. A user ID lockout can occur when you incorrectly answer a Security Authentication question 3 times.
2. An authorized user from your organization will need to contact your Client Support Specialist to reset your Authentication Security Questions.

Tip:

- If you are a Company System Administrator (CSA) and you have locked yourself out, you can either ask a second CSA in your organization to reset your login credentials or contact your dedicated Client Support Specialist for assistance.

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If you have any questions, contact your Client Support Specialist.

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