

Quick Reference Guide

Login and Authentication Instructions to Access Webster Web-Link®

The purpose of this guide is to assist users logging in to Web-Link and provide instruction to set up and modify questions and answers associated with the forgotten password and login processes. See the tips on page 3 for password requirements.

To log in to Web-Link, you need 3 pieces of information, or “credentials”: a Company ID, User ID, and Password. If you do not know your User ID or Password, work directly with your organization's Company System Administrator (CSA), or contact your Client Support representative for help.

First Time Logging In

Make sure you have your Company ID, User ID and temporary password. Your temporary password when first issued is valid for five calendar days. After that, it will expire and will need to be reset. This can be done by your CSA, or assigned Service Specialist. The reset password is valid for three calendar days. Completing your first log in is a four step process.

Step 1 – Login

1. Access Web-Link <https://websterweblink.com> from a supported browser such as Google Chrome, Firefox, Edge or Safari (for MAC). Internet Explorer is not a supported browser.
2. Enter your Company ID
3. Enter your User ID
4. Enter your Temporary Password
5. In the language box leave “English” as the default
6. Click Access Accounts
7. Next you will be prompted to establish login Authentication Credentials

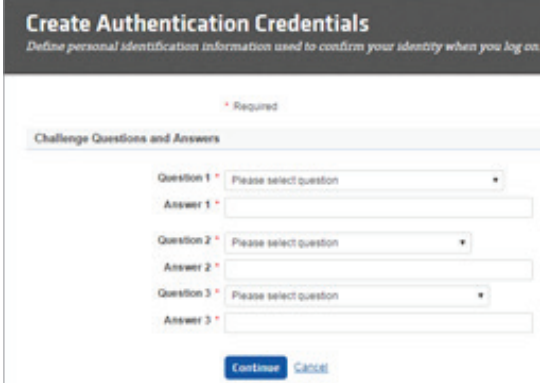


The screenshot shows a login form with the following fields: Company ID, User ID, Password, and Language (set to English (United States)). A blue button labeled 'Access Accounts' is located below the Language dropdown.

Step 2 – Establish login Authentication Credentials

Authentication Credentials are a set of three questions and answers that you establish to use if Web-Link ever detects something different during subsequent logs in. When that happens, you must correctly answer the challenge questions to gain access to Web-Link, so it's important to enter answers you will remember.

1. Select a Question 1 from the dropdown and enter an answer that you will remember
2. Repeat for questions 2 and 3
3. Click Continue
4. You'll see a preview of your Q&As
5. Click Edit to change your answers, or click Submit Credentials to see “Successful Submit”
6. Click Continue
7. Next you will be prompted to change your temporary password



The screenshot shows the 'Create Authentication Credentials' form. It includes a title bar, a subtitle 'Define personal identification information used to confirm your identity when you log on.', and a 'Challenge Questions and Answers' section. This section contains three rows, each with a 'Question' dropdown menu and an 'Answer' text input field. A blue 'Continue' button and a grey 'Cancel' button are at the bottom.

Step 3 – Change Password

The password you enter here will be the one you log in with for the next 90 days, after which you will be prompted to update it with a new one.

1. Enter the temporary password that emailed to you
2. Enter your new desired password (refer to Password Tips on x page)
3. Reenter (confirm) your new password
4. Click Submit
5. Next you will be prompted to establish your Challenge Questions and Answers

The screenshot shows a 'Change Password' form with a warning message: 'Warning: You must change your password before you may access the application.' Below the warning are three required input fields: 'Old Password', 'New Password', and 'Confirm Password'. A 'Submit' button is located at the bottom right of the form.

Step 4 – Establish password reset Challenge Question and Answers

These enable you to reset your own password if forgotten, instead of your CSA or assigned Service Specialist, so be sure to select entries you will remember.

1. Select a Question 1 from the dropdown
2. Insert an answer that you will remember
3. Repeat for questions 2 and 3
4. Click Preview. You'll see a preview of your Q&As
5. Click Edit to change your answers, or click Accept to save your Q&As
6. Next, your dashboard displays and you are ready to use the system

The screenshot shows a form titled 'Establish Challenge Questions & Answers' with the instruction 'Select three questions and enter an answer for each'. It contains three questions, each with a dropdown menu and a text input field. The questions are: 'The first name of your maternal grandmother?', 'First name of the Best Man at your wedding?', and 'What is your mother's middle name?'. There are 'Preview' and 'Cancel' buttons at the bottom.

Subsequent Logins

After completing your first time logging in, there may be occasions when you will need to use the Authentication and Challenge Questions and Answers you established.

Authentication Credentials

If Web-Link detects something different or unique about your login, you may be prompted to correctly answer an Authentication Challenge question to gain access to Web-Link.

The screenshot shows an 'Authentication' form with the instruction 'To validate your identity, answer the challenge question.' It features a 'Challenge Question' section with a question: 'What is your father's middle name?'. Below the question is an 'Answer' input field. A note states: 'If you do not recognize the question, contact your customer support representative.' There are 'Submit' and 'Cancel' buttons at the bottom.

Establish (Password Reset) Challenge Question and Answers

If you forget your password, you can quickly and easily reset it yourself using the Forgot Password link located on the login page. Click the link and correctly answer the set of Challenge Questions to allow you to set a new password.

The screenshot shows a 'Login' form with the instruction 'Enter your login information to access your online accounts.' It includes a 'Page Errors' message: 'Invalid login. Please enter valid login information.' Below the message are input fields for 'Company ID' (with value 3562), 'User ID' (with value jgmatt), 'Password', and 'Language' (with value English (United States)). There are 'Forgot Password' and 'Access Accounts' buttons at the bottom.

Forgotten Authentication Credentials or Challenge

Question Answers

If answers to either your Authentication Credentials or Challenges Questions are forgotten, contact your assigned Client Support representative to reset them. These Credentials cannot be reset by your CSA.

Password Tips:

- Passwords must be between 8-18 characters and contain 1 numeric, 1 alpha and 1 special character
- These special characters are allowed
- Passwords expire every 90 days
- They can't be reused for 2 years
- If you do not log in to change your temporary password within 5 calendar days, a new temporary password must be issue
- If you do not receive an email containing your temporary password, make sure the email addressed enrolled to your User ID is correct or check your email spam folder

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