



On-Site release notes November 10, 2011

© 2011 On-Site.com Reproduction in whole or in part is prohibited.

This page documents all the new features and notable changes included in the release.

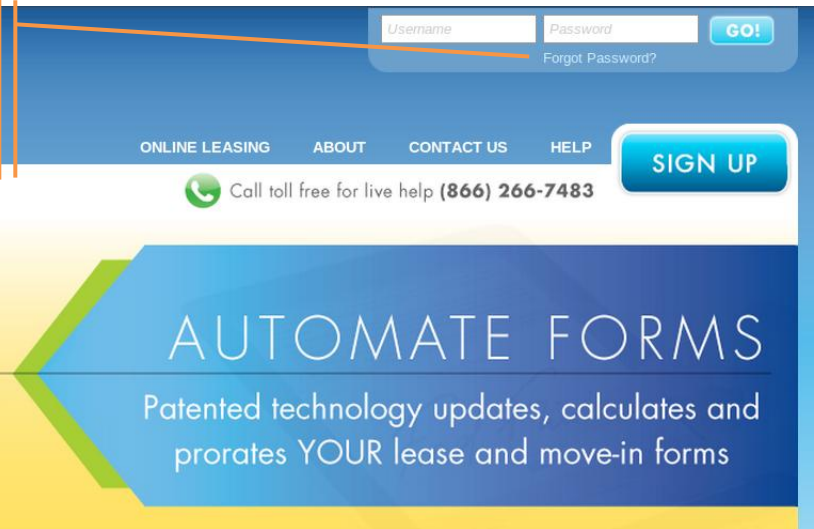
NEW FEATURES

Forgot password?

To protect sensitive data, we've previously required users to call On-Site Client Services when they've forgotten their passwords. With this release we've created a secure method by which users can reset their passwords *themselves*, without compromising data security.

Using the feature

In the event that you've forgotten your password, click **Forgot Password?** under the login box on the On-Site homepage.



Reset Password

Forgot your password? No problem! We'll send you an email with instructions on how to reset your password. The email address you provide must match the one we have on file.

Username: *

- OR -

First Name: *

Last Name: *

Email Address: *

[Send Instructions](#)

Enter your username *or* your first name, last name *and* the email address associated with your On-Site account.



Check your email and follow the link.

Dear Charlie,
You are receiving this email because you requested a password reset. In order to finish the password reset, please click the following link:
<https://www.on-site.com/web/password/change?username=ctuna&verification=EjMzFzq5DyTONkfwkt%2FRHMKCRWFTbnoda5b7q8kvNvc%3D>
If you did not request a password reset, please contact Client Services immediately at (866) 266-7483.
Thank you for your business.
The team at On-Site.com
--
To control your preferences on the types of email you receive from On-Site.com, [log in](#) and click Settings > My Account.

Reset Password

Please answer the security question below to proceed.

*What was the name of your favorite childhood pet?

Submit

Answer your security question. If you don't have a security question, you'll be prompted to call Client Services to reset your password.

Change Password

User Name: mpacman

New Password: *

Must be at least 7 characters long, with at least one letter and one number.

Confirm Password: *

Save

Enter your new password.