

# Tech Bulletin: FSM Password Change Requirements



## FSM Password Change Requirements

Attention FSM User,

To maintain access to Viasat's order management system (FSM), users are required to log into the application to update their password every 90 days. This includes updating the password and fully logging into FSM with the newly created password.

Key Notes:

- If you have multiple profiles in FSM, the following process will need to be completed for each profile separately.
- Password resets must be performed on the FSM web

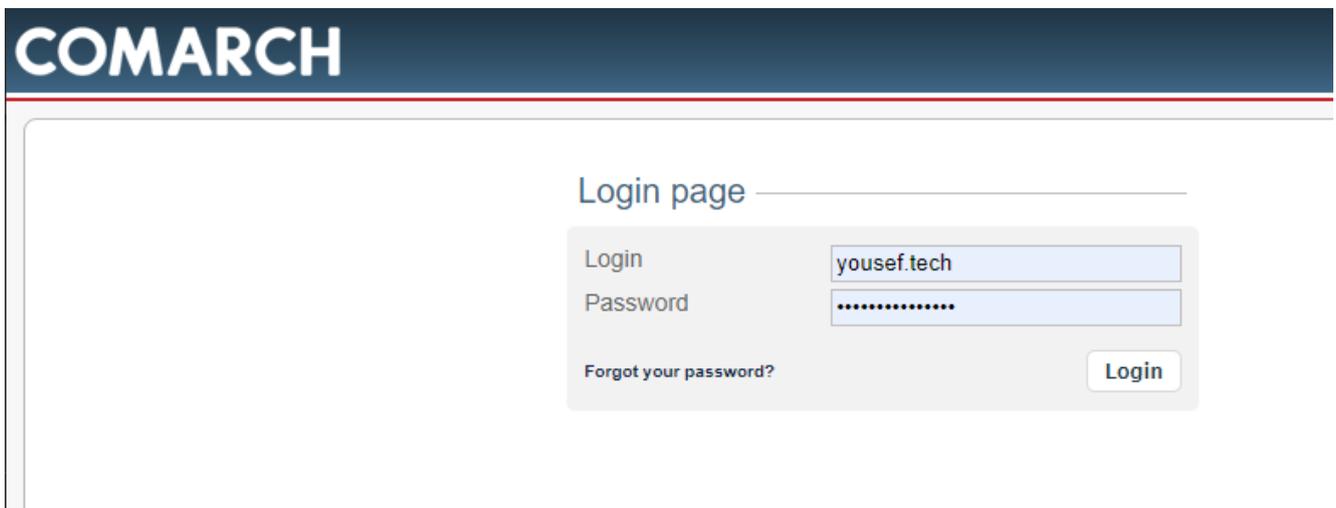
application

(<https://fulfillment.wildblue.net/fsm-fe/login.page>)

For any questions please reach out to [FSMadministrator@viasat.com](mailto:FSMadministrator@viasat.com)

Steps to successfully reset and login to FSM are outlined below: (Note Steps 5 and 6 are key to register a successful new login)

1. Access the FSM Web page and login with your old credentials: (<https://fulfillment.wildblue.net/fsm-fe/login.page>)



COMARCH

Login page

Login

Password

[Forgot your password?](#)

2. Upon successfully entering your old credentials and selecting "Login" you will see the "Required password change" screen once every 90 days:

## Password recovery

### Required password change

New password

Repeat password

Submit

#### The correct password:

- must be at least 14 characters long and shorter than 24 characters
- needs to have at least 5 different characters
- needs to contain characters from 3 out of 4 following character sets:
  - lower case letters,
  - upper case letters,
  - digits,
  - special characters such as: !@#\$%^&\*(),.<>\_+/?;

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3. Create your new password matching the criteria outlined on the page and select submit:

## Password recovery

### Required password change

New password

Repeat password

#### The correct password:

- must be at least 14 characters long and shorter than 24 characters
- needs to have at least 5 different characters
- needs to contain characters from 3 out of 4 following character sets:
  - lower case letters,
  - upper case letters,
  - digits,
  - special characters such as: !@#%&\*()&lt;&gt;\_+!/?;

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4. After selecting submit you will receive a “Password has been changed” success message to confirm password has been changed successfully:

## Password recovery

Password has been changed

**The correct password:**

- must be at least 14 characters long and shorter than 24 characters
- needs to have at least 5 different characters
- needs to contain characters from 3 out of 4 following character sets:
  - lower case letters,
  - upper case letters,
  - digits,
  - special characters such as: !@#\$%^&\*()\_+!/?;

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5. You must now click on the “Back to login page” button to return back to the login page and login with the new credentials:

## Login page

Login

Password

[Forgot your password?](#)

Login

6. Once fully logged in with the new credentials a successful login will be marked for this profile:

