

Desk Reference: First Time Login/Password Reset

This Desk Reference covers:

- URL to FSM
- First Time Login with Temporary Password
- Forgot the password?

This Desk Reference supports all audiences who use FSM.





Desk Reference: FSM First Time Login/Password Reset

URL to FSM

FSM may be accessed from a browser without logging into the WildBlue Support Portal. The URL is https://fulfillment.wildblue.net/FSM/index.jsp

First Time Login with Temporary Password

The first time a user logs into FSM, they must create a permanent password. The permanent password must contain characters from 3 of these 4 categories to meet the password rules:

- lower case letters
- upper case letters
- digits (numbers)
- special characters, such as ! @ # \$ % ^ & * () _ + = , . <> / ?

Step 1: Title

From the FSM log in page, type the **User Name and temporary password** provided to you. Click **Login**.

Login page	Messages
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Step 2: Create new password

Create a new password based on the rules listed above.

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Step 3: Click Back to login page

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Desk Reference: FSM First Time Login/Password Reset

Step 4: Retype user name and password

Retype the **User name** and the **new permanent password**. Click **Submit**. The FSM Home page appears.

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Forgot the Password?

Step 1: State you can't access the account

On the Login page, click Can't access your account?

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Step 2: Type the Login, and click Submit.

Wait for the email to arrive with a link to reset the password.

Note: The email is sent to the address listed in the User's FSM Profile.

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Desk Reference: FSM First Time Login/Password Reset

Forgot the Password? (continued)

Step 3: Click the link in the email.

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In order to set new passwo	d, dick link below:	(55 In 2 (0052 and)

Step 4: Type new password

The Password Recovery page appears. Type a **new Password in both fields.** Click **Submit**.

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Step 5: Click Back to the login page

Click Back to the login page.

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Message Net Sec Point Point	Comarch Field Ser	vice Management



Desk Reference: FSM First Time Login/Password Reset

Forgot the Password? (continued)

Step 6: Retype User name and Password

Retype the **User name** and the new permanent **Password**. Click **Submit**.

The FSM Home page appears.

