



# 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**.

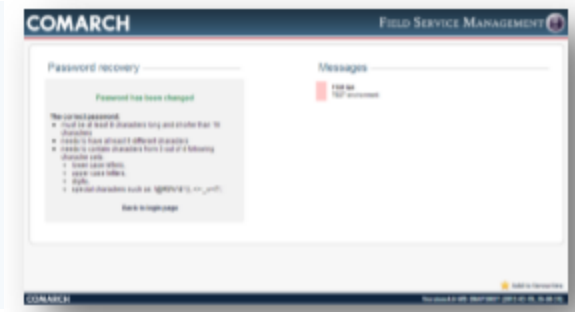


### Step 2: Create new password

**Create a new password** based on the rules listed above.



### Step 3: Click Back to login page





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## Step 4: Retype user name and password

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



## Step 2: Type the Login, and click Submit.

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

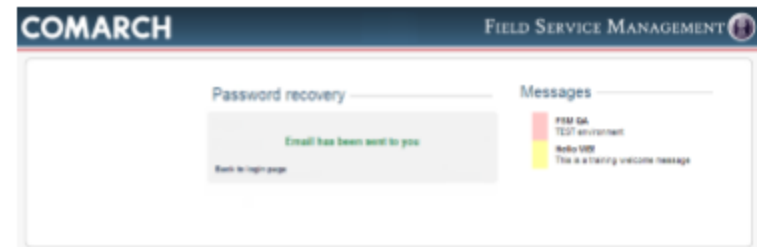
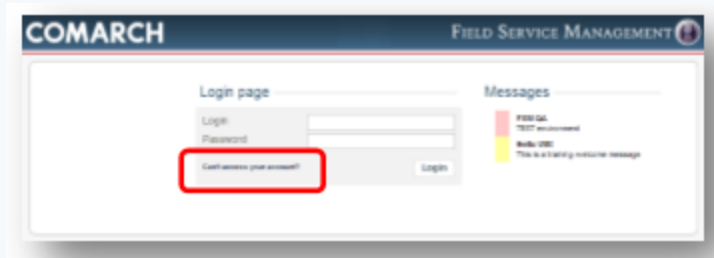
**Note:** The email is sent to the address listed in the User's FSM Profile.



## 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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## 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.

