

Password Reset / User Access

In today's ever evolving technology landscape, cyber security requirements are rapidly changing. Many user organizations now require unknown system addresses and emails to be whitelisted in order for the user to be able to receive any of the BlackCat System emails. The following steps walk through how to access the system and include how to trouble shoot when a user is struggling to access the system.

Administrator sends User Access Information Email from the BlackCat Registration System. The email address it will come from is: system@blackcatflex.com

Katie:

Your BlackCat Grants - FLEX user access information has been created and is as follows:

Username: Klangworthy

Click link to set up your password: [Here](#)

If you require immediate assistance, please call the BlackCat Support Line at 888-238-9707. If you would like to send us any ideas, concerns, or questions, please select the "Contact Support" link in the footer for email access to the Support Team.

Thank you,

*** Reset link will expire in 48 hours.*

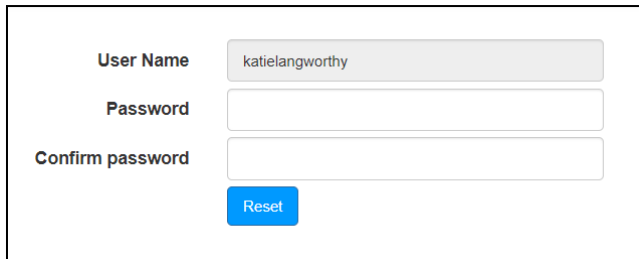
This is a system generated email message, please do not respond as this email address is not monitored.

If the user reports not getting the system email:

- i. Verify that the above user email address is correct and contains no spaces
- ii. Verify that the user has check their junk or spam email

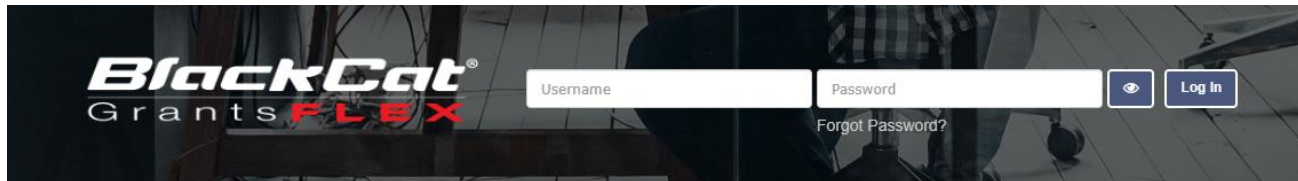
In some cases, the URL also has to be whitelisted in order for the user to access the site. If the user still is not getting the system access email, the user must request their IT department *whitelist* both www.mndoc.blackcatflex.com, system@blackcatflex.com and support@blackcatsupport.com

- iii. And support@blackcatsupport.com prior to resending the user access email.
 - iv. If the user continues to have an issue have them contact BlackCat Support directly 888.238.9707.
- 2) The user will locate the **Here** link to establish their password.
- a. The password link will expire 48 hours after it is sent from the system and will have to be resent once 48 hours has passed.
- 3) The Password must be between 8-25 characters, and must include at least one lower case letter(a-z), one number (1-9), one capital letter (A-Z) and a special character (!@#\$%^&*()).



**The User Name will automatically populate.*

- 4) Once set up, Locate the **BlackCat FLEX Data Management System** login screen at: www.mndoc.blackcatflex.com
- 5) Login to the **BlackCat FLEX Data Management System**:
- a. Enter your username
 - b. Enter your password
 - c. Select the Login button



**After 3 failed attempts the user will be locked about and will have to contact BlackCat Support to be reset.*