



## Step-by-Step Instructions for **User Reclaim Process**

*\*\*Please Read Carefully and Completely\*\**

# Sign In page / User Reclaim page

## User Reclaim Process

Once a User has been triggered for Reclaim, they will be routed through the following process upon their next login attempt to any of the Onboarded Applications (listed at the end of this slide deck).  
*(Note: The user must know their existing Username and Password to complete the initial Sign-In step.)*

User enters existing Username and Password,  
Clicks on **Login** button.

User is automatically taken to the User Reclaim page.

A message is displayed stating they are required to provide a New Username, New Password and valid Email Address.  
Click on **Close** button.

**\*\*It is recommended user close all browser sessions before attempting the RECLAIM Process\*\***

The image shows a "Sign In" form with the following elements: a title "Sign In" and subtitle "to access Cummins Applications"; a "Username" input field with a red error message "Please enter valid username" below it; a "Password" input field with a toggle eye icon; a "Forgot your Password?" link; and a green "Login" button.The image shows a "User Reclaim" form with a red header bar. The form title is "User Reclaim". Below the title is a message: "Please enter a replacement username for your existing username testchrome125. Also, verify that the email address provided is valid for receiving password setup communications." The form contains several input fields: "Company Name" (value: "Machinery Se"), "Username" (value: "abc@exempl"), "Email" (value: "abc@exempl"), "First Name" (value: "testchrome125"), "Last Name" (value: "testchrome125"), "Phone Number", "Address Line 1" (value: "12, Kiyuchevaya street, 31 warehouse"), and "Address Line 2". A modal dialog box is overlaid on the form, containing the text: "Cummins has changed its identity management policy to improve personal information security and user experience. To continue accessing Cummins' online resources, you are requested to provide a new username, password and valid email address. Your support during this change is appreciated." and a green "Close" button.

# User Reclaim page

## User Reclaim Process

The user needs to setup:

\***New Username** - by default set to current Username with “@cmiuser.com” added at the end. (Example:[current.username@cmiuser.com](mailto:current.username@cmiuser.com)).

*[The New Username must be in format of an email.]*

The user can **Change OR- Edit** the Username at this time if they choose.

**Please Make Note of your New Username.**

\***Email Address** the user will need to enter a valid Email Address in this field.

Please Note: All system notifications will be sent to this address, **including the Email notice to setup your New Password.**

Cummins QuickServe Online

## User Reclaim

Please set your New Username and enter a valid Email Address for your profile. All system notifications will be sent to this address.

Required

Company Name : Company QSOL2

New Username \*

**Warning:** New Username replaces current username  
• NEW Username can be edited here. Once you click the Register button the New Username can not be edited.

Email Address \*

**Warning:** Enter a Valid Email Address  
• The system will be sending an email which includes a link to setup your New Password to this Email Address.  
• If you do not have a Company Email address, please consult with your manager what email you should use.

I agree to Cummins [Terms and Conditions](#)

At the bottom of this screen:

**Click the “I Agree” checkbox for the Terms and Conditions.**  
(“Terms and Conditions” link to view them)  
**Click on Register button.**

# Thank you page / Email Notice

## User Reclaim Process

A Thank You message informs user an email will be sent to them *with a link to setup their new password.*

**Close the browser window once you've read the note.**

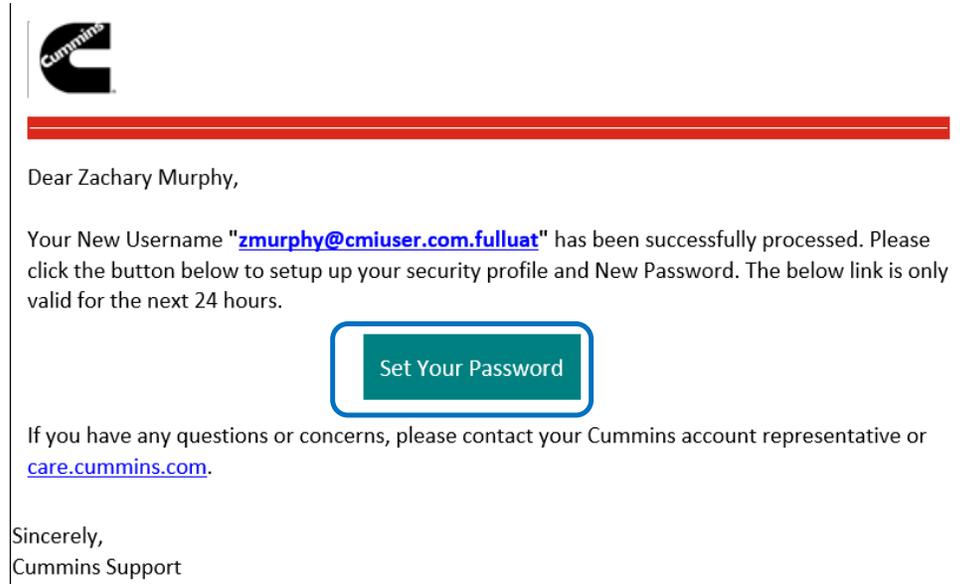
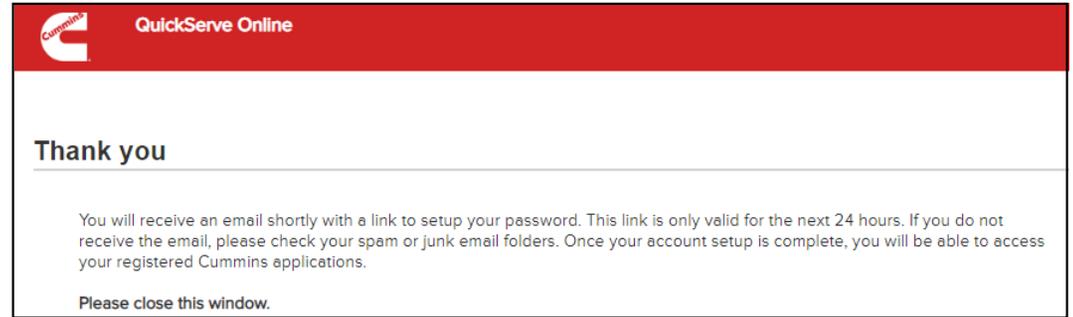
Now check your Email...

User will receive an email from Cummins Inc. The notice shows the **New Username** and a link to setup their *Challenge Question/Answers* and *New Password*.

**Note:** *The link in this email is only valid for 24 hours. IF the link does expire the user can click on the "Forgot your Password" link at the bottom on the login screen to have the New Password email re-sent.*

**Click on Set Your Password button**

After clicking the link, the user will be taken to a Challenge Question/Answer page.



# Challenge Question page

## User Reclaim Process

User needs to **Select and Provide Answers** to three different Challenge Questions.

Clicking the question down arrow allows user to chose from a list of questions and enter their answer below it.

Please make note of your Questions and Answers, if you ever forget your password you will need to know these answers.

Once all three questions are Selected and Answered, Click on the **Confirm** button.

A screenshot of a web form titled "Set challenge question". It contains three rows, each for a challenge question. Each row has a dropdown menu labeled "- Select question -" and a text input field with the placeholder "Please enter a valid answer". A blue rounded rectangle highlights the three dropdown menus. Below the form is a green "Confirm" button. To the right of the form is a dropdown menu that is open, showing a list of 15 challenge questions. The first question is highlighted in blue.

**Set challenge question**

Challenge Question 1 - Select question -  
Please enter a valid answer

Challenge Question 2 - Select question -  
Please enter a valid answer

Challenge Question 3 - Select question -  
Please enter a valid answer

Confirm

- Select question -  
What city were you born in?  
What is the first company that you worked for?  
What is the first name of your spouse's father?  
What is the make of your first car?  
What is the name of the place your wedding reception was held?  
What is the name of your first pet?  
What is the name of your first school?  
What is your favorite food?  
What is your favorite sport?  
What is your favorite vacation place?  
What is your High School Mascot?  
What is your mother's maiden name?  
Where did you first meet your spouse?  
Who is your favorite actor, musician or artist?  
Who is your favorite Sports star?

# Set Password page

## User Reclaim Process

User is then taken to a Set Password screen for their New Username.

User needs to enter a **New Password** (Must meet listed criteria).

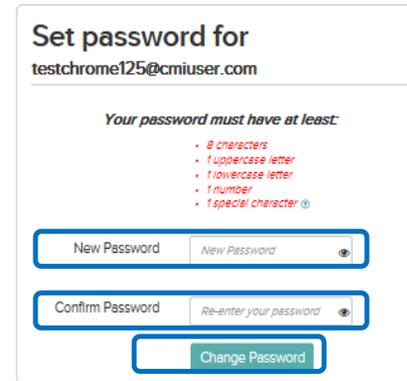
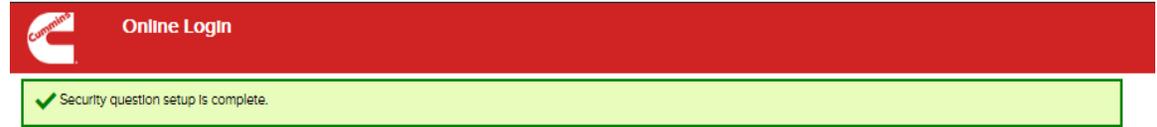
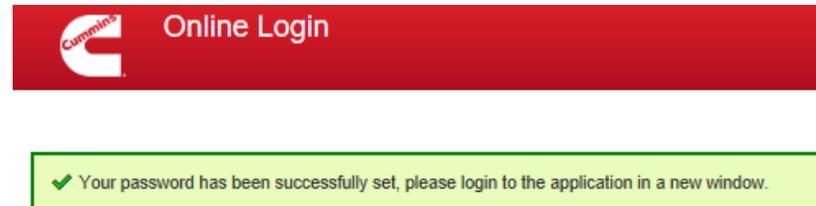
User enters same New Password a second time to confirm it.

Click on **Change Password** button.

Message stating the password has been successfully set is displayed.

User needs to **Close this window**.

Open a new browser session where they can now login to any onboarded application using their **New Username** and **New Password**.

A screenshot of the "Set password for" form. The form is titled "Set password for" and the email address "testchrome125@cmiuser.com" is displayed. Below the title, it says "Your password must have at least:" followed by a list of requirements: 8 characters, 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character. There are two input fields: "New Password" and "Confirm Password". The "New Password" field contains the text "New Password" and the "Confirm Password" field contains "Re-enter your password". Below the input fields is a "Change Password" button.

**Help if you have any issues:**

If you experience any issues during the RECLAIM process, please contact <https://care.cummins.com/> or call 1-800-Cummins.