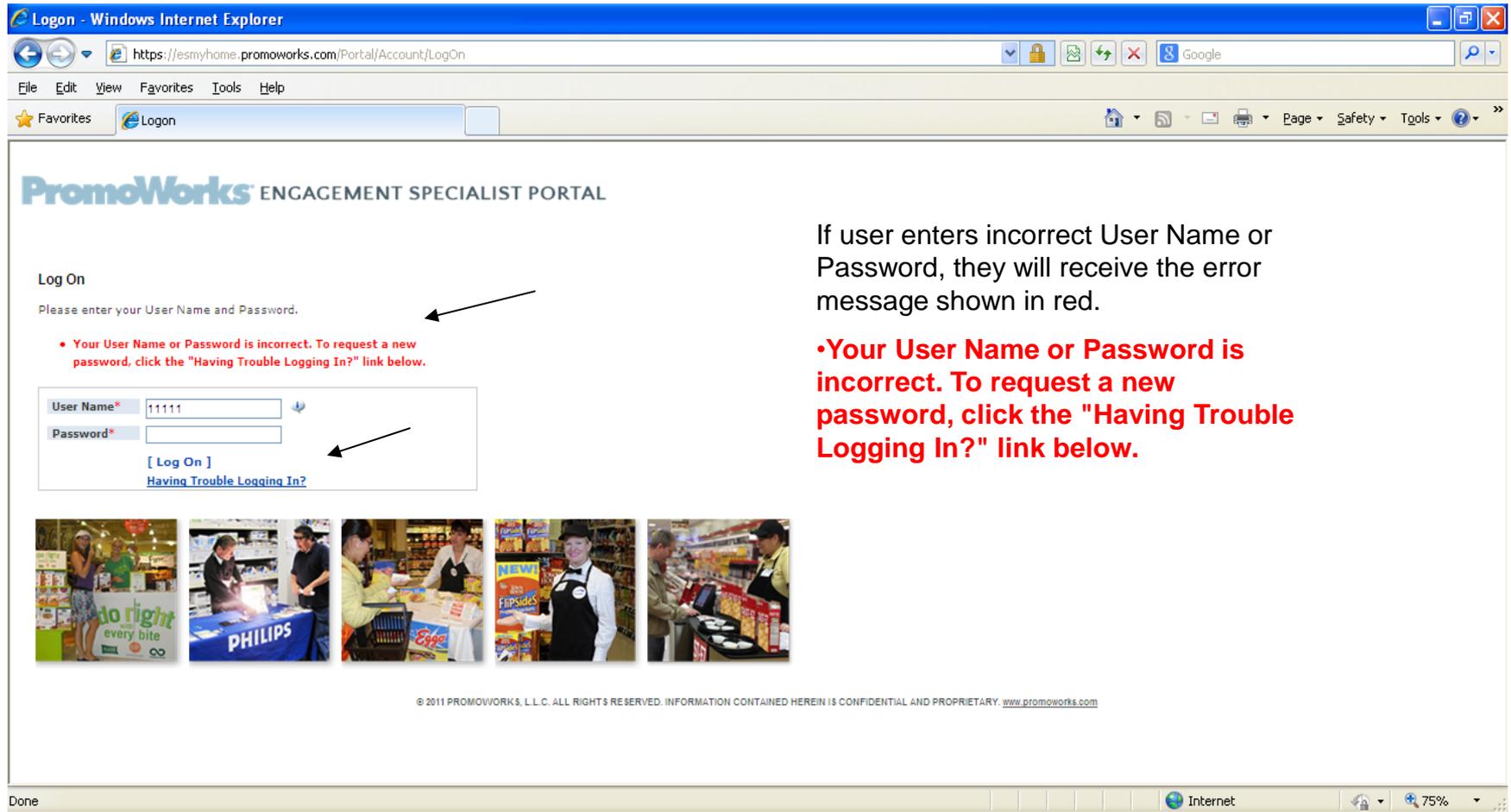


# Unlocking Passwords for ES Portal Login



# Step 1: Upon Incorrect Login Error Message Appears



The screenshot shows a Windows Internet Explorer browser window displaying the PromoWorks Engagement Specialist Portal. The address bar shows the URL <https://esmyhome.promoworks.com/Portal/Account/LogOn>. The page title is "Logon - Windows Internet Explorer". The main content area features the "PromoWorks ENGAGEMENT SPECIALIST PORTAL" logo and a "Log On" section. Below the logo, there is a message: "Please enter your User Name and Password." A red error message is displayed: "• Your User Name or Password is incorrect. To request a new password, click the 'Having Trouble Logging In?' link below." Below the error message, there is a login form with two input fields: "User Name\*" containing "11111" and "Password\*". Below the form are two buttons: "[ Log On ]" and "[Having Trouble Logging In?](#)". Two black arrows point from the error message to the "Having Trouble Logging In?" link and from the "Please enter your User Name and Password." instruction to the login form. At the bottom of the page, there is a row of five small images showing people in a store setting. The footer contains the copyright notice: "© 2011 PROMOWORKS, L.L.C. ALL RIGHTS RESERVED. INFORMATION CONTAINED HEREIN IS CONFIDENTIAL AND PROPRIETARY. [www.promoworks.com](http://www.promoworks.com)". The browser's status bar at the bottom shows "Done" and "Internet" with a 75% zoom level.

If user enters incorrect User Name or Password, they will receive the error message shown in red.

- Your User Name or Password is incorrect. To request a new password, click the "Having Trouble Logging In?" link below.

# Step 2: The User Clicks on the “Have Trouble Logging On” Hyperlink

**PromoWorks** ENGAGEMENT SPECIAL!

## Log On

Please enter your User Name and Password.

- Your User Name or Password is incorrect. To request a new password, click the "Having Trouble Logging In?" link below.

User Name\*

11111



Password\*

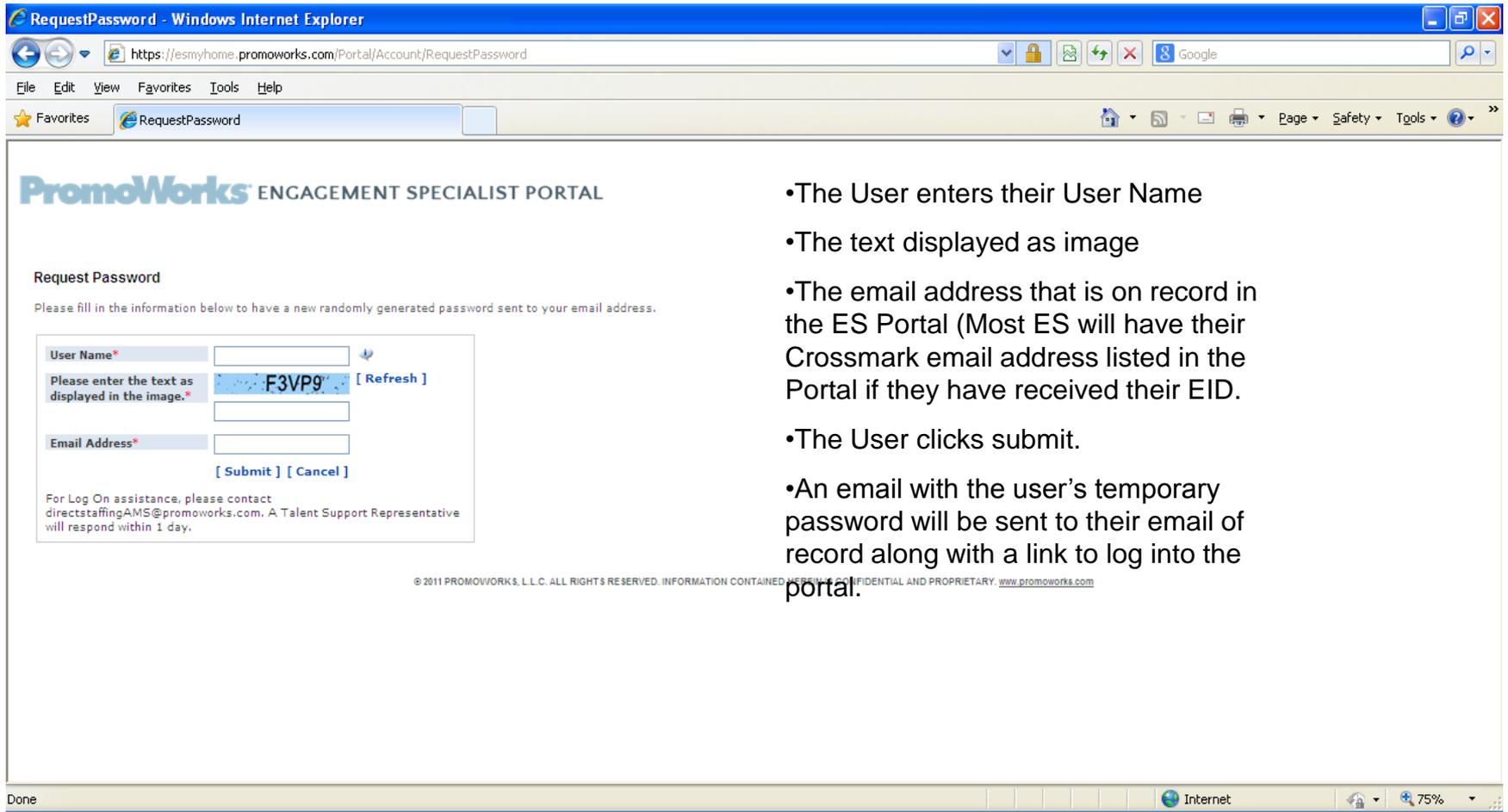
[ Log On ]

[Having Trouble Logging In?](#)

Click on the Having Trouble Logging In? link



# Step 3: The User Completes the Requested Information



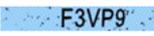
The screenshot shows a Windows Internet Explorer browser window displaying the 'Request Password' page on the PromoWorks Engagement Specialist Portal. The page title is 'Request Password' and the URL is 'https://esmyhome.promoworks.com/Portal/Account/RequestPassword'. The page content includes the PromoWorks logo, the text 'ENGAGEMENT SPECIALIST PORTAL', and a form titled 'Request Password'. The form instructions state: 'Please fill in the information below to have a new randomly generated password sent to your email address.' The form fields are: 'User Name\*' (empty), 'Please enter the text as displayed in the image.\*' (containing 'F3VP9' with a refresh button), and 'Email Address\*' (empty). Below the form are buttons for '[ Submit ]' and '[ Cancel ]'. A footer note reads: 'For Log On assistance, please contact directstaffingAMS@promoworks.com. A Talent Support Representative will respond within 1 day.' The browser status bar at the bottom shows 'Done' and 'Internet'.

PromoWorks ENGAGEMENT SPECIALIST PORTAL

**Request Password**

Please fill in the information below to have a new randomly generated password sent to your email address.

User Name\*

Please enter the text as displayed in the image.\*  [ Refresh ]

Email Address\*

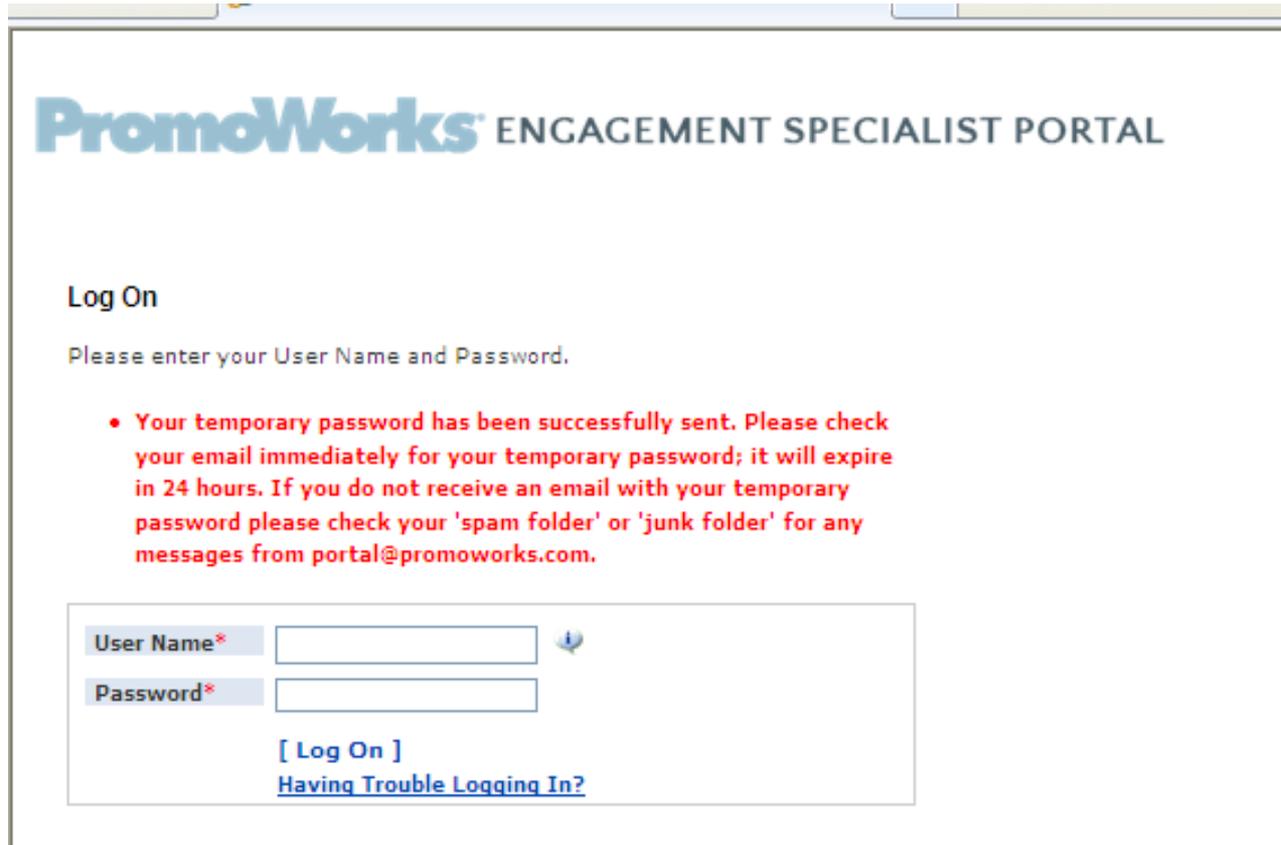
[ Submit ] [ Cancel ]

For Log On assistance, please contact directstaffingAMS@promoworks.com. A Talent Support Representative will respond within 1 day.

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- The User enters their User Name
- The text displayed as image
- The email address that is on record in the ES Portal (Most ES will have their Crossmark email address listed in the Portal if they have received their EID.
- The User clicks submit.
- An email with the user's temporary password will be sent to their email of record along with a link to log into the portal.

# Step 4: User Will Receives Message on Screen



**PromoWorks** ENGAGEMENT SPECIALIST PORTAL

Log On

Please enter your User Name and Password.

- Your temporary password has been successfully sent. Please check your email immediately for your temporary password; it will expire in 24 hours. If you do not receive an email with your temporary password please check your 'spam folder' or 'junk folder' for any messages from portal@promoworks.com.

User Name\*  

Password\*

[ Log On ]

[Having Trouble Logging In?](#)

# Step 5: Email Received with Temp Password

From: Direct Staffing AMS

Sent: Sun 2/9/2014 1:13

To: DelRosario, Phyllis

Cc:

Subject: Temporary Password Request for PromoWorks Engagement Specialist Portal

Below is your temporary login password for the PromoWorks Engagement Specialist Portal.

96fa3a6dae

Click [here](#) to redirect you to the Log On page of the PromoWorks Engagement Specialist Portal.

Please be aware that this temporary password will last for only 24 hours. In that time, you must reset/personalize the password. If you have not reset/personalized your password in time, you must request another temporary password by using the 'Having Trouble Logging In?' link on the Log On page of the Engagement Specialist Portal.

Please contact [directstaffingAMS@promoworks.com](mailto:directstaffingAMS@promoworks.com) to report any problems or ask questions.

Please do not reply to this email, it is being sent from an auto responder.