



Resetting Your Password

IRON MOUNTAIN CONNECT™



Table of Contents

Section	Page
Overview.....	3
Resetting Your Password: New User	
Via Welcome Email.....	4
Via Single Sign On.....	9
Resetting Your Password: Returning User.....	12
Iron Mountain Connect Password Requirements.....	19

Resetting Your Password

A secure password ensures the safety and confidentiality of your information and assets. With Iron Mountain Connect's enhanced password reset functionality, maintaining your password has never been easier.

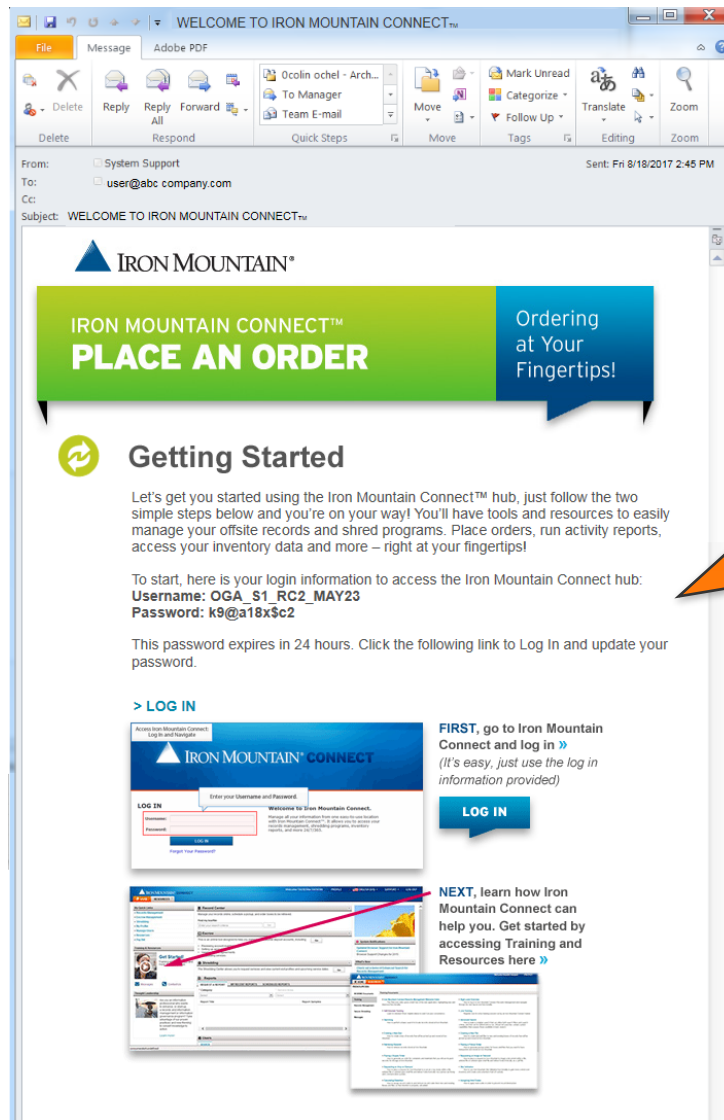
Our automated process is seamless and secure; with just a few clicks, your password will be reset and you will be logging in.

Use this guide to learn how to:

- Reset your password if you are a new user:
 - Via the Welcome Email
 - Via Single Sign On
- Reset your password if you are a returning user:
 - Via the Update Password link
 - Via your Security Questions
- Review Iron Mountain Connect password requirements

Resetting Your Password: New User via Welcome Email

Resetting Your Password: New User via Welcome Email



1

As a new Iron Mountain Connect user, you will receive this Welcome email containing important login information.

Click the LOG IN link to login. The temporary password is good for 24 hours after receiving this email.

Resetting Your Password: New User via Welcome Email



IRON MOUNTAIN

2

The Change Password screen opens. Enter the temporary password from the email.

3

Enter, then confirm, your new password. Green success icons display in the Password Rules area as you fulfill a rule; red error icons indicate rules that you still need to add to your password.

Change Password

Enter and confirm your existing or temporary password. You cannot reuse previous passwords, and

For more information, refer to [Help](#).

Please Enter Your User Credentials

Username: ADE*****

Existing or Temporary Password:

New Password:

Confirm Password:

Set Password

Cancel

PASSWORD RULES

- At least 8 characters long
- At least 2 letters
- At least 1 number
- No spaces
- At least 1 special character ! @ # \$ % ^ & *) (
- No invalid special characters
- Cannot repeat the same character three or more times consecutively (aaa)

4

Click Set Password.

Resetting Your Password: New User via Welcome Email



Create/Update your password Security Questions

Please select and answer the three questions below.

Should you ever forget your password, you may reset it if you answer 2 of the security questions correctly.

*Indicates required.

* 1: Please choose a security question
Answer:

* 2: Please choose a security question
Answer:

* 3: Please choose a security question
Answer:

*Voice Security PIN:

If you contact us via phone you will need this PIN to identify yourself to our representative.

Please enter a random 4-digit number that you will remember.

PIN Number:

OK

5

Enter answers to the security questions.

6

• Select the questions that you will have clear answers to which you can easily

Enter a 4-digit number that will be used as your voice security personal identification number (PIN) if you need to contact Iron Mountain via phone.

7

Click OK.

Resetting Your Password: New User via Welcome Email

8



Update User Profile

Please update your user profile with your latest information.

* Required field

Contact Information

* Salutation: Mr.

* First Name: auto

Middle Initial:

* Last Name: test4

Post Name:

Title:

* Address Line 1: 1000 Campus Drive

Address Line 2: Street address, PO box

Address Line 3:

* City: Collegeville

* State/Province/Region: Pennsylvania

* Country: United States

* Zip/Postal Code: 19426

* E-Mail: autotest4@me.com

* Daytime Phone: 09878987

Ext.

Fax:

Settings

Preferred Language: English (US)

Time Zone: GMT-5 EST, Eastern US

Date Format: MM/DD/YYYY

Time Format: HH:MM:SS AM/PM

Numeric Format: -999.990.00

E-Mail Format: Text

Confirm

8

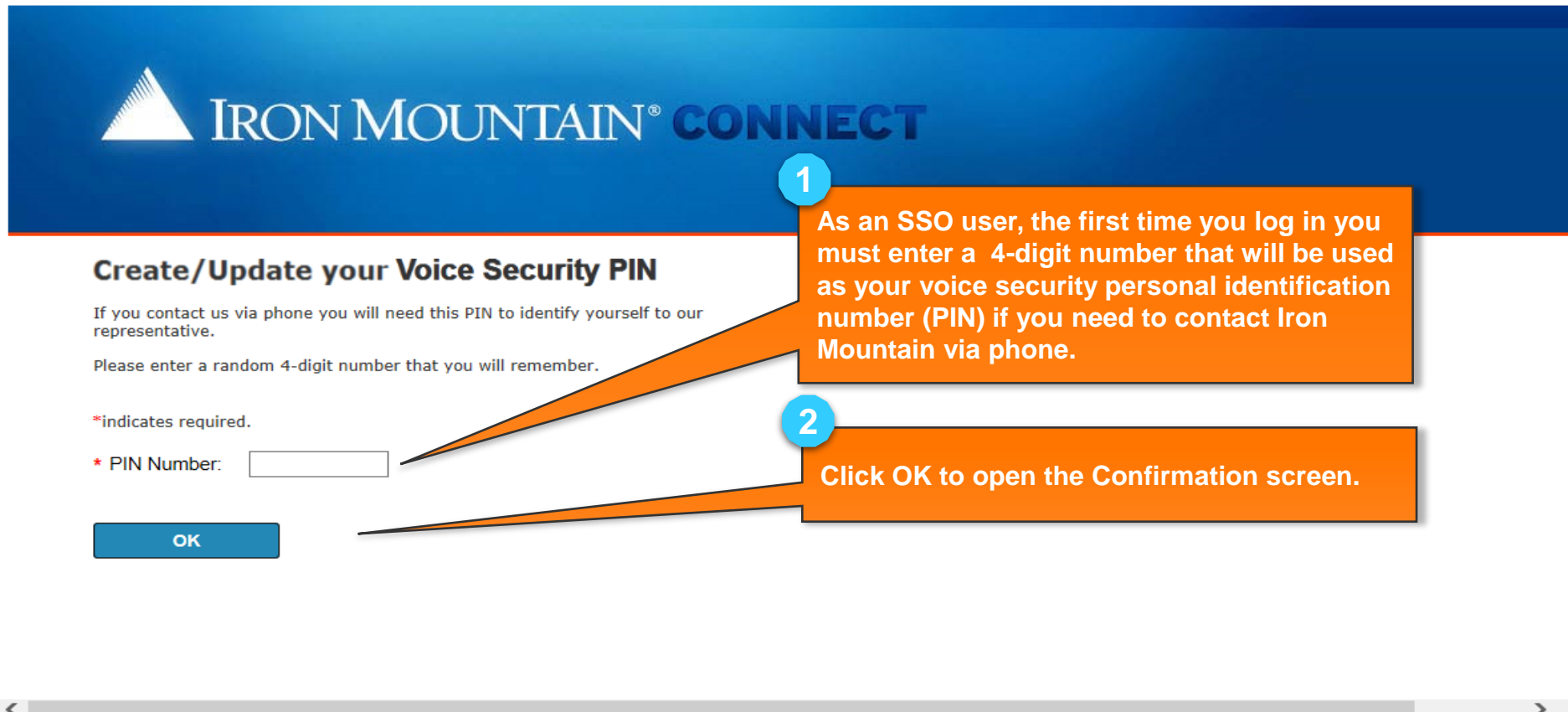
Review your user information.
Update any incorrect or missing
information, then click Confirm.

Your user information is saved and
the Iron Mountain Connect
Homepage opens.

Resetting Your Password: New User via Single Sign On

Resetting Your Password: New User via Single Sign On

Users at companies with Single Sign On (SSO) capability access Iron Mountain Connect via a link on their company intranet page. The first time an SSO user logs in, they must update their Voice Security PIN.



The screenshot shows the Iron Mountain Connect interface. At the top is the logo with a mountain icon and the text 'IRON MOUNTAIN® CONNECT'. Below the logo is the heading 'Create/Update your Voice Security PIN'. A paragraph explains that a PIN is needed for phone contact. A note says 'Please enter a random 4-digit number that you will remember.' Below this is a label '* PIN Number:' followed by a text input field. At the bottom left is a blue 'OK' button. Two orange callout boxes with numbered circles provide instructions: Callout 1 points to the input field and explains the purpose of the PIN. Callout 2 points to the 'OK' button and instructs the user to click it to proceed to the confirmation screen.

IRON MOUNTAIN® CONNECT

Create/Update your Voice Security PIN

If you contact us via phone you will need this PIN to identify yourself to our representative.

Please enter a random 4-digit number that you will remember.

*indicates required.

* PIN Number:

OK

1 As an SSO user, the first time you log in you must enter a 4-digit number that will be used as your voice security personal identification number (PIN) if you need to contact Iron Mountain via phone.

2 Click OK to open the Confirmation screen.

Resetting Your Password: New User via Single Sign On



Update User Profile

Please update your user profile with your latest information.

* Required field

Contact Information

* Salutation: Mr.

* First Name: auto

Middle Initial:

* Last Name: test4

Post Name:

Title:

* Address Line 1: 1000 Campus Drive

Address Line 2: Street address, PO box

Address Line 3:

* City: Collegeville

* State/Province/Region: Pennsylvania

* Country: United States

* Zip/Postal Code: 19426

* E-Mail: autotest4@me.com

* Daytime Phone: 09878987 Ext.

Fax:

Settings

Preferred Language: English (US)

Time Zone: GMT-5 EST, Eastern US

Date Format: MM/DD/YYYY

Time Format: HH:MM:SS AM/PM

Numeric Format: - 999,990.00

E-Mail Format: Text

Confirm

3

Review your user information.
Update any incorrect or missing
information, then click Confirm.

Your user information is saved and
the Iron Mountain Connect
Homepage opens.

Resetting Your Password: New User via Single Sign On



Create/Update your Voice Security PIN

Thank you for setting your Voice Security PIN. Please click [here](#) to continue to work.

To update your Voice Security PIN in the future, please click on "My Profile" in the portal banner.

4

Click this link to log in and begin using Iron Mountain Connect.

i

Use the Add/Edit Voice Security PIN link on your My Profile page to update your voice security PIN.

© 2001-2017, Iron Mountain Incorporated. All rights reserved. CONFIDENTIAL AND PROPRIETARY INFORMATION The information contained herein (the 'Proprietary Information') is highly confidential and proprietary to and constitutes trade secrets of Iron Mountain. The Proprietary Information is for Iron Mountain internal use only and shall not be published, communicated, disclosed or divulged to any person, firm, corporation or other legal entity, directly or indirectly, without the prior written consent of Iron Mountain Information Management.

Resetting Your Password: Returning User via the Forgot Password Link

Resetting Your Password: Returning User with Link



LOG IN

Username:

Password:

Log In

[Forgot your password?](#)

Need an Iron Mountain Connect Login?

Contact Iron Mountain Customer Support at www.ironmountain.com.

Please have your Customer ID ready when calling Customer Service.

1

Password reset enables returning users to reset an existing or forgotten password.

From the Iron Mountain Connect Log In screen, enter your username, then click the Forgot Your Password? link.



Resetting Your Password: Returning User with Link



Forgot Password

Select your password reset method:

Username: Jen*****

☐ Email

Look for our email to the address associated with your username.

☒ Security Questions

Answer the questions you chose when you created your user login.

What is your maternal grandmother's first name?

What is your maternal grandfather's first name?

OK

Cancel

2

The Forgot Password screen opens.
(Users that have not set security questions see a variation of this screen.)

You have two reset options :

- Email (default): Iron Mountain will email you a temporary password and link
- Security Questions: Correctly answer the security questions set in your User Profile (the Change Password screen opens; skip to step 8)

3

Click OK.

Resetting Your Password: Returning User with Link



Changed Password

We have received your request for a new Iron Mountain Connect password. You will receive an email shortly containing a link to update your password. If you don't receive this email, please check your spam filter.

OK

[Note: for security reasons, we advise you to close the browser now]

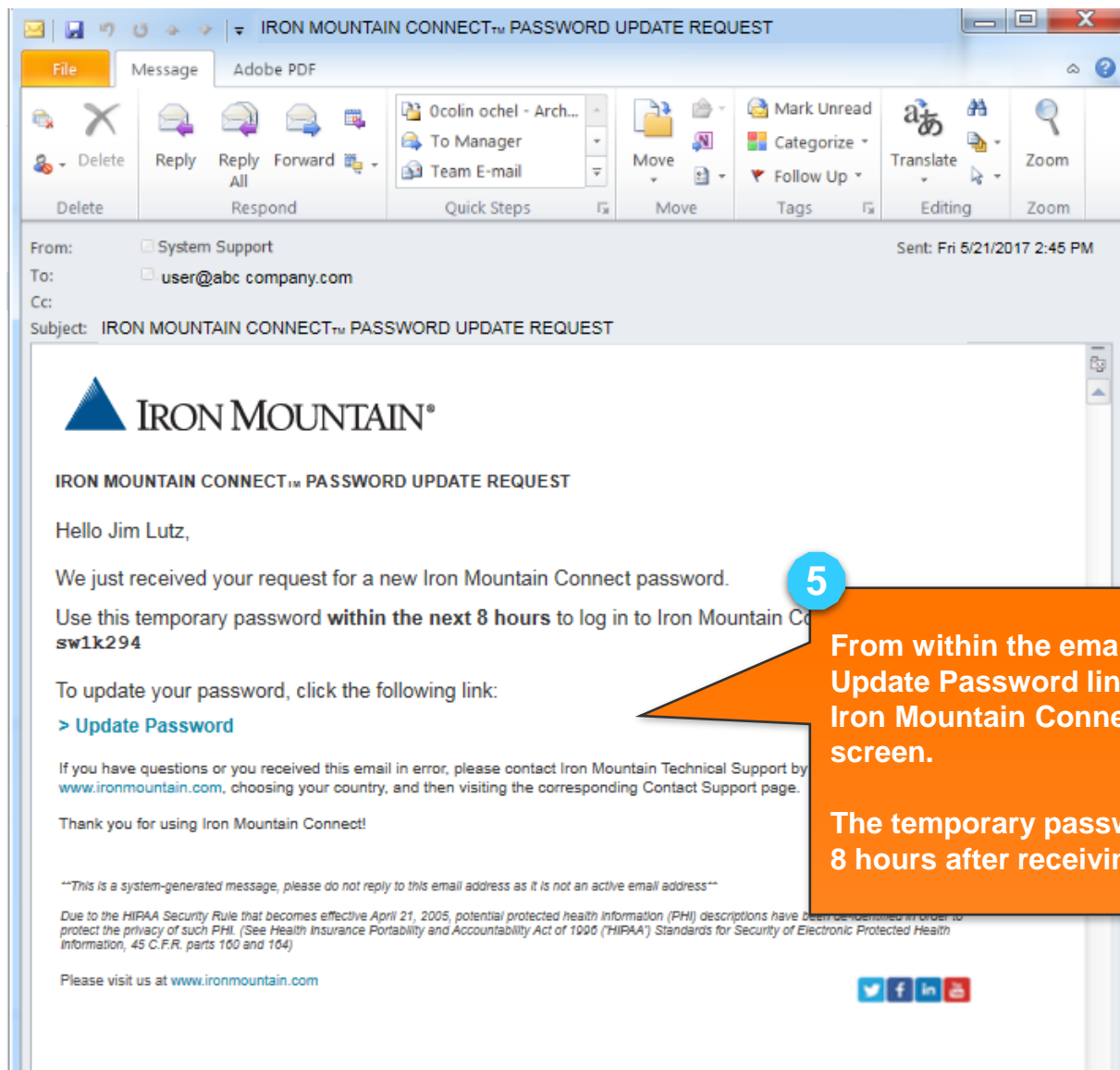
4

If you opted to reset via email, the Changed Password screen opens. An email with a link to reset your password is sent to the email address in your User Profile.

Click Ok.

© 2001-2017, Iron Mountain Incorporated. All rights reserved. CONFIDENTIAL AND PROPRIETARY INFORMATION The information contained herein (the "Proprietary Information") is highly confidential and proprietary to and constitutes trade secrets of Iron Mountain. The Proprietary Information is for Iron Mountain internal use only and shall not be published, communicated, disclosed or divulged to any person, firm, corporation or other legal entity, directly or indirectly, without the prior written consent of Iron Mountain Information Management.

Resetting Your Password: Returning User with Link



Resetting Your Password: Returning User with Link



LOG IN

Username:

Password:

Log In

[Forgot your password?](#)

6

Your username defaults.

Enter or copy and paste the temporary password from the email.

7

Click Log In.

Resetting Your Password: Returning User with Link



8

The Change Password screen opens. Enter the temporary password from the email. (If you reset your password with your Security Questions, you will not enter an Existing or Temporary Password.)

9

Enter, then confirm, your new password. Green success icons display in the Password Rules area as you fulfill a rule; red error icons indicate rules that you still need to add to your password.

Change Password

Enter and confirm your existing or temporary password. You cannot reuse previous passwords, and passwords

information, refer to [Help](#).

Please Enter Your User Credentials

Username: ADE*****

Existing or Temporary Password:

New Password:

Confirm Password:

OK

Cancel

PASSWORD RULES

At least 8 characters long

At least 2 letters

At least 1 number

No spaces

At least 1 special character ! @ # \$ % ^ & *) (

No invalid special characters

Cannot repeat the same character three or more times consecutively (aaa)

10

Click OK to log in and begin using Iron Mountain Connect.

Iron Mountain Connect Password Requirements

Iron Mountain Connect passwords must meet the following requirements:

- Unique
- At least 8 characters long
- Contain at least two letters
- Contain at least one number
- Contain at least one special character:
! @ # \$ % ^ & *) (
- Cannot repeat the same character three or more times consecutively (aaa)
- Cannot contain spaces
- Should not contain any portion of the user's first name, last name or username

Returning users:

- Cannot have been used as one of your previous 10 passwords (reusing passwords is discouraged)
- 20% of the characters must be different from your previous password