

## PASSWORD RETRIEVAL SETUP

You will need to set this up to retrieve you password should you forget it

1. Log into the IMOnline website <http://nz.ingrammicro.com/>
2. Click on **My Account>My Profile (or use Quick Links – My Profile)**

The screenshot displays the Ingram Micro website interface. At the top, the Ingram Micro logo is on the left, and the user's name 'Jayne van den Berg' and account number 'IM Account #: 144536' are on the right. A navigation menu includes 'Products', 'Vendors', 'Cloud Services', 'Services & Support', 'News & Events', 'Contact Us', and 'My Account'. A search bar is located below the navigation menu. A 'Quick Links' section contains buttons for 'Saved Searches', 'Quick Order Entry', 'Order List', 'Backorders', 'Invoice list/Account statement', 'RMA list', 'User list', 'Create user', 'Vendor / Product Manager Info', 'My Profile', and 'Settings'. The 'My Profile' button is highlighted with a red box. Below the navigation, the breadcrumb trail reads 'Home > My Account > My Profile > Account Information'. The 'My Account' section has a sub-menu with 'My Profile' highlighted in a red box. The 'My Profile' page content includes the title 'My Profile', the role 'Account Administrator', and a note: 'To change or add any information that is not editable on this page, please contact Ingram Micro.' The form fields are: First Name: Jayne; Last Name: van den Berg; Email Address: (This is also your user name) jayne.vandenberg@ingrammicro.co.nz; Phone Number: 0211003819.

3. Complete the required information and save.

### Password

Please enter your current password to make any changes to this section:

Current Password

New Password

Confirm Password

Please make sure your new password follows the below criteria:

1. Must have at least: **6 characters**
2. Must contain at least:
  - one upper case [A - Z]
  - one lower case [a - z]
  - At least one number [0 - 9]
3. Must be different from the last 5 passwords
4. Cannot contain any part of the user name:  
ie: Cannot contain 3 consecutive characters that are also part of your Username.  
Ex: Username is 'JohnSmith@mycompany.com'. Your new password cannot be Johnsmith3

#### Note:

In order to take full advantage of our website (saved basket, saved searches, personalized notifications, product favorites..) and avoid issues with shared accounts, we encourage you to create accounts for all individuals accessing our website.

In order to do so, you can access the '[User Administration](#)' section in 'My Account'.

Challenge Question

This is used for password recovery.

Answer

Save

[Undo Changes](#)