



## Password Help

This document will help you troubleshoot several common problems that arise while resetting your Cypher password.

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## Why am I locked out of Cypher?

There are three reasons that users get locked out of Cypher:

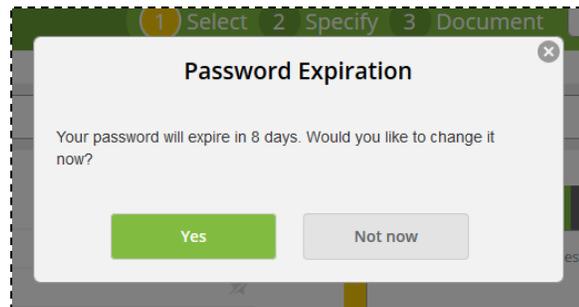
- Expired password
- Too many invalid login attempts (wrong password) that may be due to allowing your browser to save your password
- Browser cache needs to be cleared

## Why did the password expire without warning me?

Cypher passwords expire and must be changed every 90 days. Normally, Cypher displays a pop-up message 10 days before your password is due to expire.

The pop up message displays each day until the day the password expires, or you reset your password.

If your browser is set to block pop-ups, these warnings cannot display. However the expiration will occur on the 90<sup>th</sup> day (the expiration date) unless you change the password before then. If you have not reset your password, you will be locked out of Cypher and require assistance from Cypher Support.



## To avoid this problem, we suggest the following:

- Remember that your password expires every 90 days.
- Set a reminder in your calendar 10 days before the expiration date. Remind yourself to reset your password using the "Forgot your password" link on the Login page.
- Some ad blocking software allows you to make exceptions for our pop-ups.
- If your browser is set to block pop ups, please contact your IT department to ask for an exception for our pop ups.

## Why can't I log in after I changed my password?

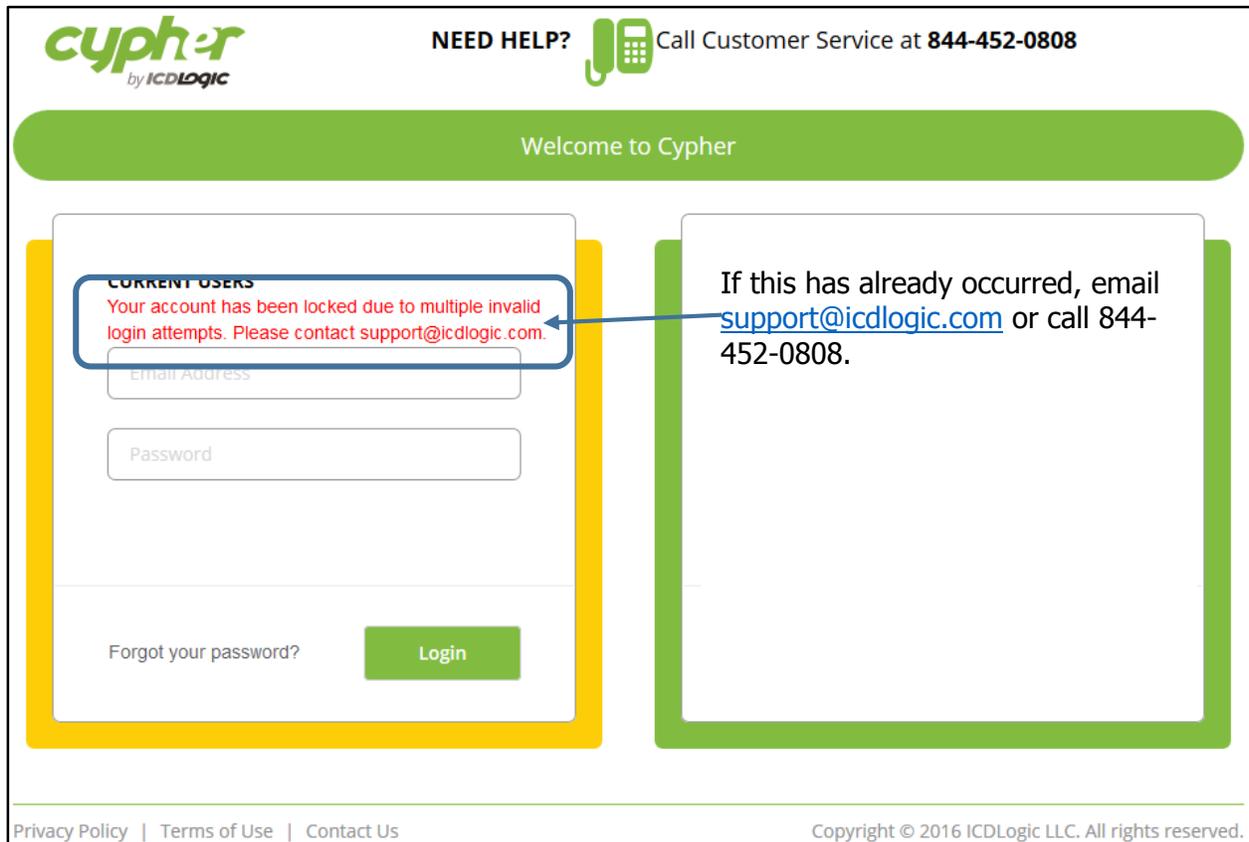
ICDLogic recommends that for the sake of security, you do NOT allow your browser to save your Cypher password.

If you have allowed your browser to save your Cypher password, every time you go to <https://cypher.icdlogic.com/>, your browser will automatically fill in your password like this:



A screenshot of a login form enclosed in a dashed border. The top input field contains the email address "cypheruser@icdlogic.com". The bottom input field is highlighted in yellow and contains a series of dots representing a masked password.

When you reset your password in Cypher, your browser continues to "remember" the old password. After the reset, if you try to log in using the password that your browser provides, you will get this error message, "Email or Password is incorrect." After five attempts, Cypher will lock you out as described above due to multiple wrong password attempts.



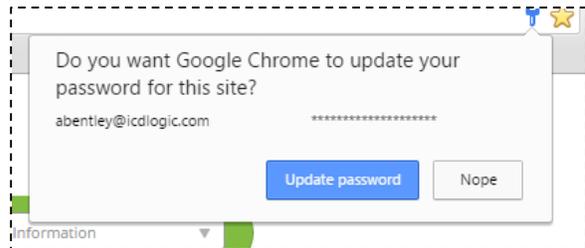
The screenshot shows the Cypher login interface. At the top left is the "cypher by ICDLOGIC" logo. To the right, it says "NEED HELP? Call Customer Service at 844-452-0808" with a phone icon. Below this is a green bar that says "Welcome to Cypher". The main content area is split into two panels. The left panel, outlined in yellow, contains a login form with fields for "Email Address" and "Password", a "Forgot your password?" link, and a green "Login" button. A red error message is displayed above the form: "CURRENT USERS Your account has been locked due to multiple invalid login attempts. Please contact support@icdlogic.com." An arrow points from this message to the right panel. The right panel, outlined in green, contains the text: "If this has already occurred, email [support@icdlogic.com](mailto:support@icdlogic.com) or call 844-452-0808." At the bottom of the page, there are links for "Privacy Policy | Terms of Use | Contact Us" and a copyright notice: "Copyright © 2016 ICDLogic LLC. All rights reserved."

To avoid this problem, you MUST clear the saved password from the Password field after you reset it. Instructions follow.

## Update a saved password in your browser

If you are saving your Cypher password in your browser, be sure to update the saved password in your browser after you reset the password in Cypher.

1. Navigate to the Cypher Login page. Your browser will prefill the Email and Password fields either when you begin typing or when the page displays, depending on which one you're using.
2. Delete everything in the Password field, then enter your new password.
3. Click **Login** . Most browsers will display a dialog similar to this:
4. Click the appropriate button to confirm.



## Why can't I log in with the correct password?

Sometimes, even when you are not in the process of resetting a password, login will fail. It is important to stop and perform the following procedure to clear your browser cache before too many failed login attempts cause you to get locked out of Cypher. The following procedures clear the browser cache indicated.

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You do not need to clear any passwords for this process.  
Be careful not to do it unintentionally or you might clear passwords unrelated to Cypher.

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### Clearing the cache in Chrome

1. In the top-right corner of Chrome, click the Chrome menu .
2. Select More tools > Clear browsing data.
3. In the dialog that appears, select the checkboxes for the types of information that you want to remove.
4. Use the menu at the top to select the amount of data that you want to delete. Select beginning of time to delete everything.
5. Click Clear browsing data.

### Clearing the cache in Safari

1. Choose History > Clear History and Website Data
2. Click the pop-up menu and choose how far back you want your browsing history cleared.

## Clearing the cache in Internet Explorer

1. In Internet Explorer for the desktop, click the Tools button , point to Safety, and then click Delete browsing history.
2. Select the types of data or files you want to remove from your PC, and then tap or click Delete.

## Clearing the cache in Firefox

1. Click the menu button  and choose Options.
2. Select the Advanced panel.
3. Click on the Network tab.
4. In the Cached Web Content section, click Clear Now.
5. Click OK to close the Options window.