



Resetting Your Password

IRON MOUNTAIN CONNECT™



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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 temporary password if you are a new user
- Reset your password if you are a returning user
- Update your PIN and user info if your organization uses Single Sign On (SSO)
- Review Iron Mountain Connect password requirements

Resetting Your Password: New User

Resetting Your Password: New User

The screenshot shows an email interface with the following content:

IRON MOUNTAIN®

IRON MOUNTAIN CONNECT™ PLACE AN ORDER | Ordering at Your Fingertips!

Getting Started

Let's get you started using the Iron Mountain Connect™ hub, just follow the two simple steps below and you're on your way! You'll have tools and resources to easily manage your offsite records and shred programs. Place orders, run activity reports, access your inventory data and more – right at your fingertips!

To start, here is your login information to access the Iron Mountain Connect hub:
Username: OGA_S1_RC2_MAY23
Password: k9@a18x5c2

This password expires in 24 hours. Click the following link to Log In and update your password.

> LOG IN

FIRST, go to Iron Mountain Connect and log in »
(It's easy, just use the log in information provided)

LOG IN

NEXT, learn how Iron Mountain Connect can help you. Get started by accessing Training and Resources here »

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



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

Set Password button activates once Password Rules are met and both New and Confirm Password fields are the same. Click Set Password.

Resetting Your Password: New User



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:

* 2:

* 3:

*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:

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



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: Returning User

Resetting Your Password: Returning User



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



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



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]

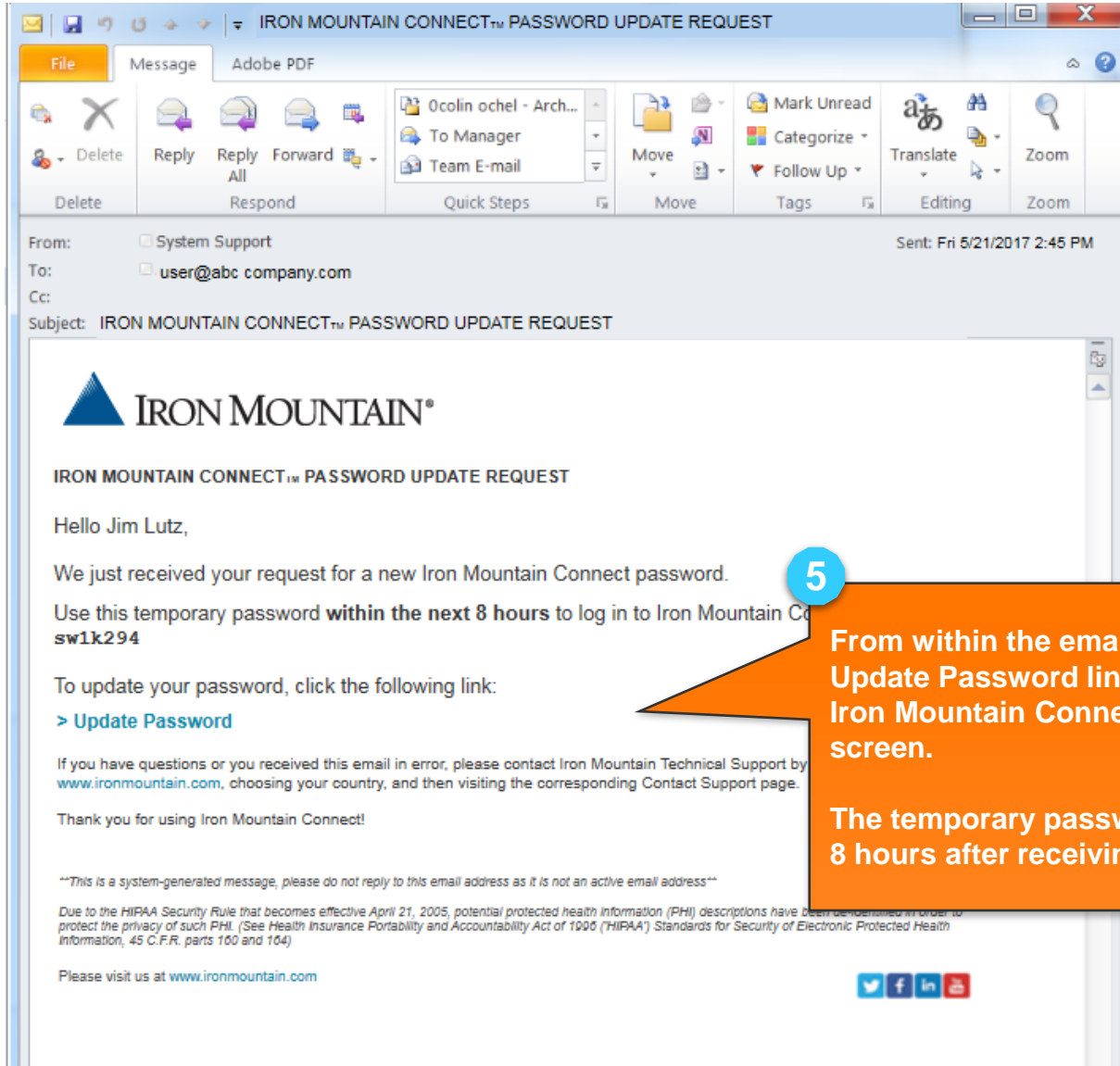
4

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.

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Resetting Your Password: Returning User



The screenshot shows an email client window titled "IRON MOUNTAIN CONNECT™ PASSWORD UPDATE REQUEST". The email is from "System Support" to "user@abc company.com", dated "Fri 5/21/2017 2:45 PM". The subject is "IRON MOUNTAIN CONNECT™ PASSWORD UPDATE REQUEST". The email content includes the Iron Mountain logo, the subject line, a greeting "Hello Jim Lutz,", and a message: "We just received your request for a new Iron Mountain Connect password. Use this temporary password **within the next 8 hours** to log in to Iron Mountain Connect: **sw1k294**". A blue callout bubble with the number "5" points to the "Update Password" link. Below the link, there is a note: "If you have questions or you received this email in error, please contact Iron Mountain Technical Support by www.ironmountain.com, choosing your country, and then visiting the corresponding Contact Support page." The email concludes with "Thank you for using Iron Mountain Connect!" and a disclaimer: "Due to the HIPAA Security Rule that becomes effective April 21, 2005, potential protected health information (PHI) descriptions have been de-identified in order to protect the privacy of such PHI. (See Health Insurance Portability and Accountability Act of 1996 ('HIPAA') Standards for Security of Electronic Protected Health Information, 45 C.F.R. parts 160 and 164)". The footer includes "Please visit us at www.ironmountain.com" and social media icons for Twitter, Facebook, LinkedIn, and YouTube.

From: System Support
To: user@abc company.com
Subject: IRON MOUNTAIN CONNECT™ PASSWORD UPDATE REQUEST

IRON MOUNTAIN

IRON MOUNTAIN CONNECT™ PASSWORD UPDATE REQUEST

Hello Jim Lutz,

We just received your request for a new Iron Mountain Connect password. Use this temporary password **within the next 8 hours** to log in to Iron Mountain Connect: **sw1k294**

To update your password, click the following link:
[> Update Password](#)

If you have questions or you received this email in error, please contact Iron Mountain Technical Support by www.ironmountain.com, choosing your country, and then visiting the corresponding Contact Support page.

Thank you for using Iron Mountain Connect!

This is a system-generated message, please do not reply to this email address as it is not an active email address

Due to the HIPAA Security Rule that becomes effective April 21, 2005, potential protected health information (PHI) descriptions have been de-identified in order to protect the privacy of such PHI. (See Health Insurance Portability and Accountability Act of 1996 ('HIPAA') Standards for Security of Electronic Protected Health Information, 45 C.F.R. parts 160 and 164)

Please visit us at www.ironmountain.com

5

From within the email, click the Update Password link to return to the Iron Mountain Connect Log In screen.

The temporary password is good for 8 hours after receiving this email.

IRON MOUNTAIN®

Resetting Your Password: Returning User



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



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.

Setting Your PIN & User Info: New Single Sign On (SSO) User

Setting Your Pin & User Info: New SSO User

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'. Underneath, there is explanatory text: 'If you contact us via phone you will need this PIN to identify yourself to our representative.' and 'Please enter a random 4-digit number that you will remember.' A note states '*indicates required.' 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 white text and blue circular numbers are overlaid on the form. Callout 1 points to the input field and contains the text: '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.' Callout 2 points to the 'OK' button and contains the text: 'Click OK to open 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.

Setting Your Pin & User Info: New SSO User



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.

Setting Your Pin & User Info: New SSO User



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.

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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