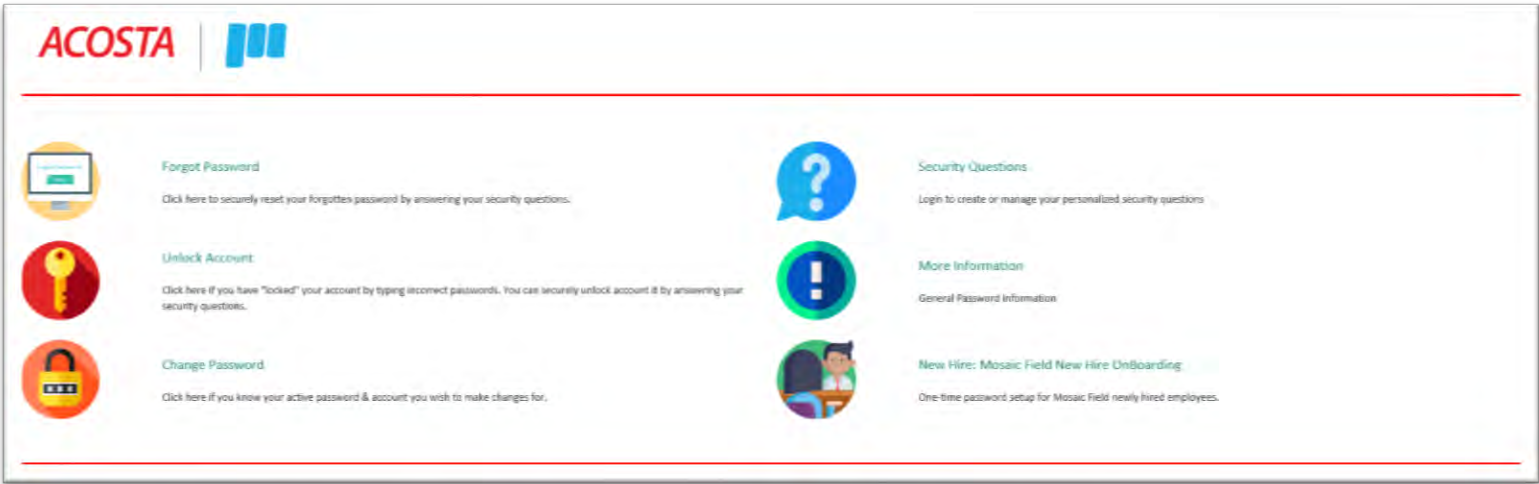


Contents

Step 1: Accessing new PW homepage	1
Step 2: Accessing “New Hire: Mosaic New Hire OnBoarding.....	1
Step 3: Answering your personal security questions	3
Step 4: Creating a new Password	4
Step 5: Selecting personal security question.	5

Step 1: Accessing new PW homepage

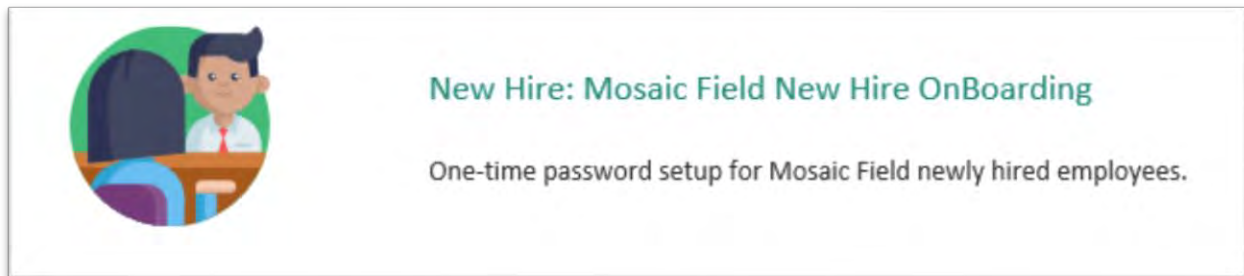
Step 1: Following the link provided in your email go to password homepage. If you see the below picture you were successful. [PW Homepage](#)



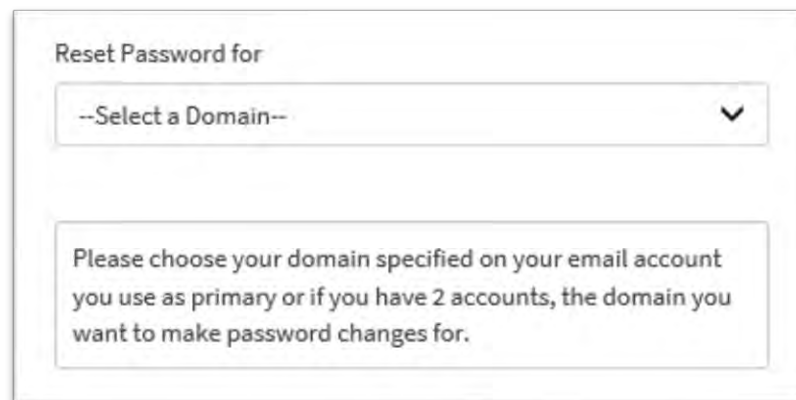
Step 2: Accessing “New Hire: Mosaic New Hire OnBoarding

This is new action is for new hires only who have not been provided a temporary password

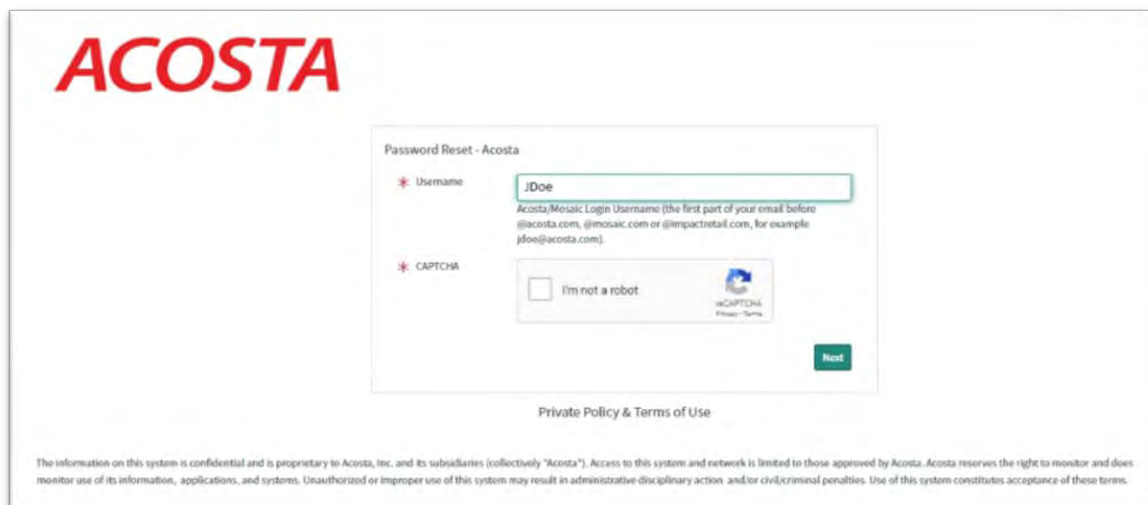
Step 1: From homepage click on link to *New Hire: Mosaic Field New Hire Onboarding*



Step 2: Now select your domain. Acosta, Mosaic or External. You will need to select the domain/company area you are associated with. *Mosaic Field employees should select Mosaic.*

A form titled "Reset Password for". Below the title is a dropdown menu with the text "--Select a Domain--" and a downward arrow. Below the dropdown is a text box containing the instruction: "Please choose your domain specified on your email account you use as primary or if you have 2 accounts, the domain you want to make password changes for."

Step 3: Enter username that was provided to you in your welcome email that was provided to you & complete CAPTCHA.

A screenshot of the ACOSTA Password Reset page. The ACOSTA logo is in red at the top left. The form is titled "Password Reset - Acosta". It has two main sections: "Username" and "CAPTCHA". The Username section has a text input field containing "JDoe" and a small text box below it that says "Acosta/Mosaic Login Username (the first part of your email before @acosta.com, @mosaic.com or @impactretail.com, for example jdoe@acosta.com)". The CAPTCHA section has a checkbox labeled "I'm not a robot" and a CAPTCHA image. A green "Reset" button is at the bottom right of the form. Below the form is a link for "Private Policy & Terms of Use". At the very bottom, there is a small disclaimer: "The information on this system is confidential and is proprietary to Acosta, Inc. and its subsidiaries (collectively 'Acosta'). Access to this system and network is limited to those approved by Acosta. Acosta reserves the right to monitor and does monitor use of its information, applications, and systems. Unauthorized or improper use of this system may result in administrative disciplinary action and/or civil/criminal penalties. Use of this system constitutes acceptance of these terms."

Step 3: Answering your personal security questions

Employees will need to answer personal unique security questions to create new password

Step 1: Enter your employee ID which was provided to you and your 2-digit day of birth (Example: June 15 1977). *If day of birth is a single digit like the 7th put a zero in front.*

Security Questions Verification

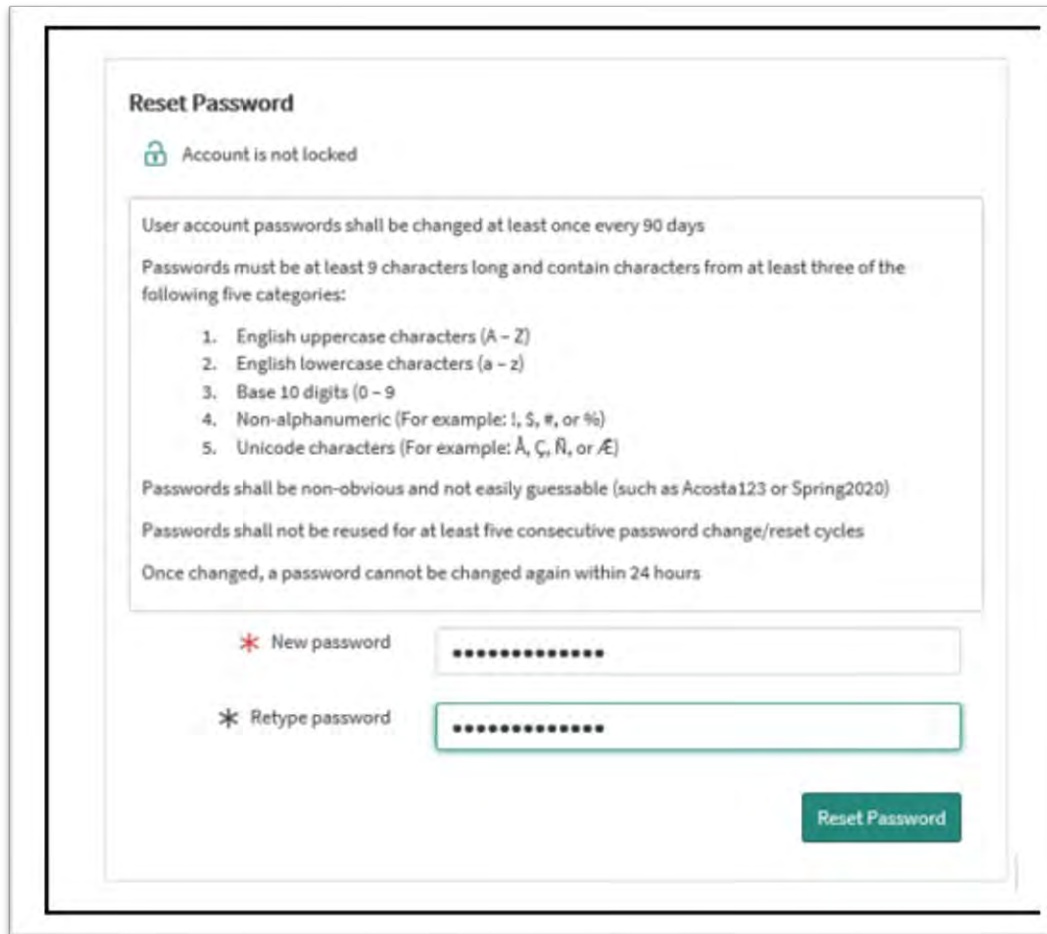
* What is your Employee ID?

* What is your 2 digit birthday?


Next

Step 4: Create a new Password

Step 1: Following the password guidelines enter a secure password. *Please do not share or write down your password for others to find.*



Reset Password

 Account is not locked

User account passwords shall be changed at least once every 90 days

Passwords must be at least 9 characters long and contain characters from at least three of the following five categories:

1. English uppercase characters (A – Z)
2. English lowercase characters (a – z)
3. Base 10 digits (0 – 9)
4. Non-alphanumeric (For example: !, \$, #, or %)
5. Unicode characters (For example: Å, Ç, Ñ, or Æ)

Passwords shall be non-obvious and not easily guessable (such as Acosta123 or Spring2020)

Passwords shall not be reused for at least five consecutive password change/reset cycles

Once changed, a password cannot be changed again within 24 hours

* New password

* Retype password

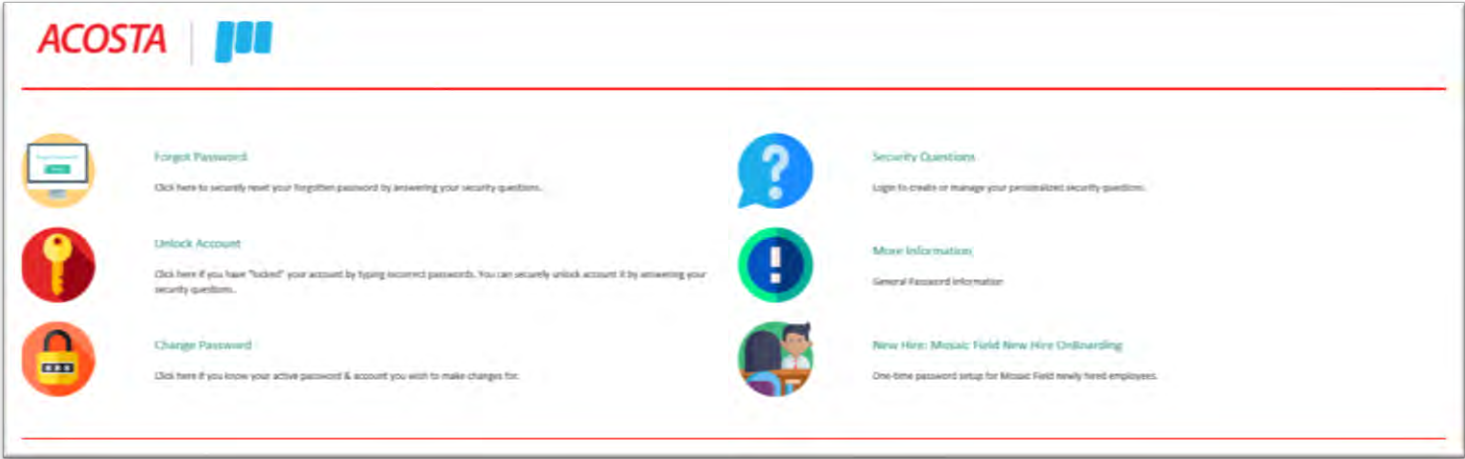
Reset Password

Step 2: Re-enter your secure password and click on “Reset Password” to submit. *Once completed click on “homepage” to go back to the home screen where you will now need to complete your personalized security questions that will be used for password verification.*

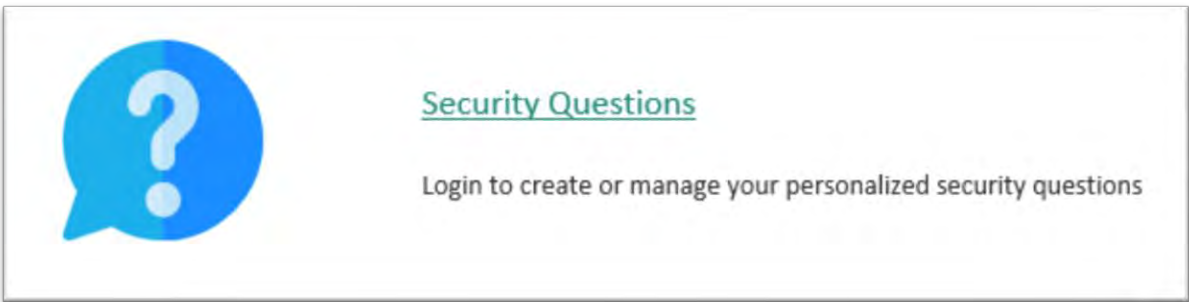
Step 5: Creating security profile: picking your security questions.

This is required for all employees to complete and will be used for verification for password management

Step 1: Ensure you are on the Password management homepage [PW Homepage](#)



Step 2: Click on Question button



Step 3: You may be prompted to sign in.
Please sign in with your associated account ([jdoe@Acosta.com](#) [John.Doe@Mosaic.com](#)) and password

Sign in with your organizational account

Sign in

Step 4: Select & answer 4 personal security questions.

These questions will be used for verification so pick questions you will remember. Once done click submit.

QA Verification *

Complete the question and answer section below

* Question 1

Select a question ▼

* Answer 1

* Question 2

Select a question ▼

* Answer 2

* Question 3

Select a question ▼

* Answer 3

* Question 4

Select a question ▼

* Answer 4

Submit

Important Notes to Remember:

1. This process is only for employees who have **not** been provided a temporary password. If you have been provided on please go to changes password and follow those steps.
2. To complete this you will need to have the information provided in your welcome email.
3. This process is time sensitive and can only be completed one time. To change or reset your password after you've completed this step, please use those functions on password homepage.
4. All employees must complete the security question set up once your password has been created.