

**How to change a password
to access to the RTE front office data services.
User guide.**

9 Pages

This document describes the user accessible self service to change the password of an account that is used to access to the RTE front office data services. Note that some but not all of the RTE data services can be accessed through a basic (i.e. login/password) authentication mechanism.

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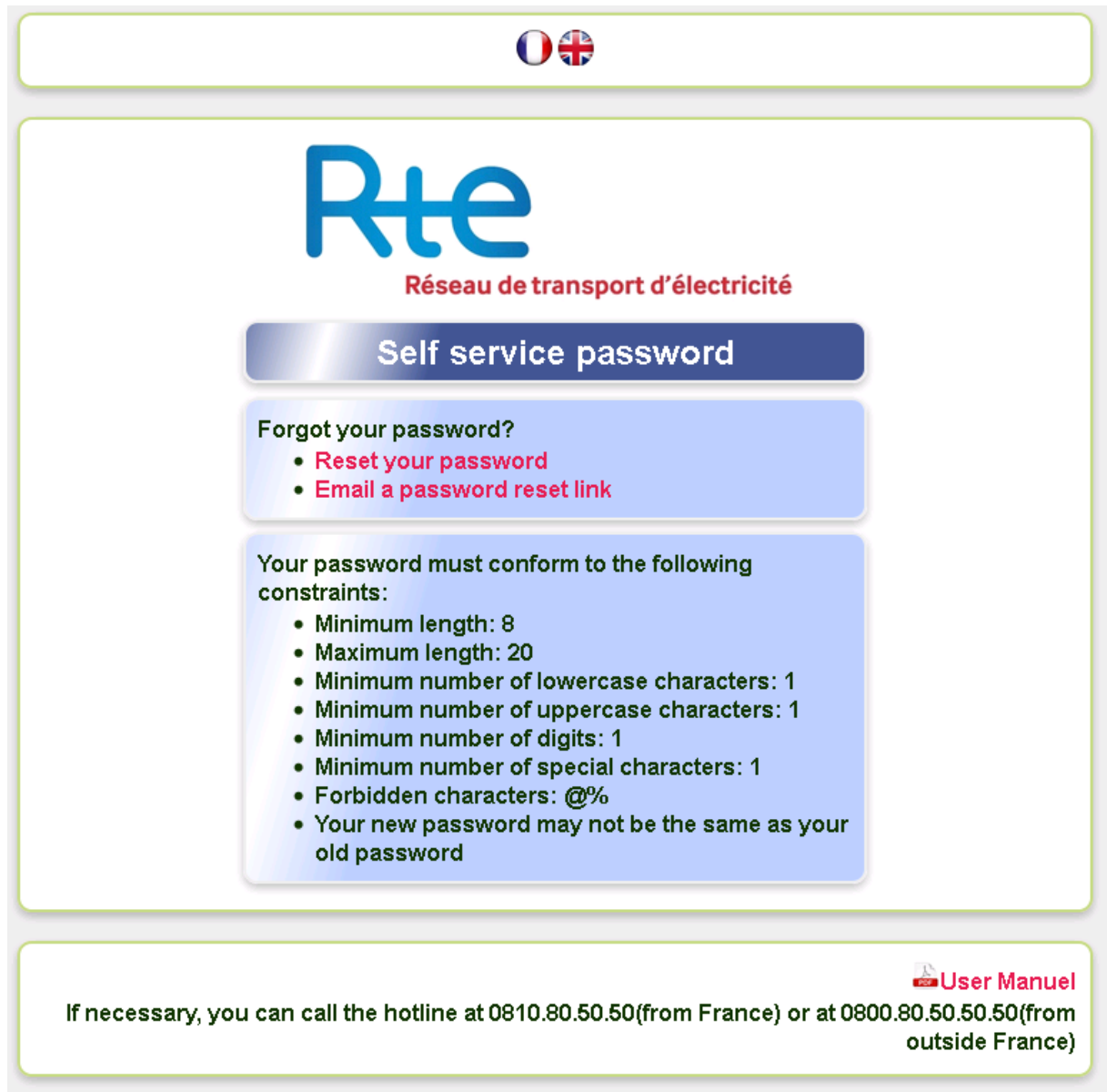
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1. Connection to the password change website

Use your browser to connect to <https://passchange.iservices.rte-france.com>.



The screenshot shows the RTE website interface for password change. At the top, there are flags for France and the UK. The RTE logo is prominently displayed, followed by the text 'Réseau de transport d'électricité'. Below this is a blue button labeled 'Self service password'. Underneath, there are two light blue boxes. The first box is titled 'Forgot your password?' and contains two links: 'Reset your password' and 'Email a password reset link'. The second box is titled 'Your password must conform to the following constraints:' and lists several requirements: minimum length of 8, maximum length of 20, minimum number of lowercase characters (1), minimum number of uppercase characters (1), minimum number of digits (1), minimum number of special characters (1), forbidden characters (@%), and that the new password must not be the same as the old password. At the bottom right, there is a link to the 'User Manuel' with a document icon. At the bottom left, there is a note: 'If necessary, you can call the hotline at 0810.80.50.50(from France) or at 0800.80.50.50(from outside France)'.

2. Change the website language

You can change the website language by clicking on the desired flag on the top of the screen.



When you change the language, you come back to the homepage. If you started to change your password, everything will be reset and you will have to submit your information again.

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3. Change your password when know the old one

To change your password:


1. Go to the homepage and click on « Reset your password ».



2. Enter your account login
3. Enter the old password
4. Enter twice the new password



The new password must contain between 8 and 20 characters. It must also contain at least one lowercase character, one uppercase character, one digit and one special character (@ and % excepted)

5. Finally, fill in the CAPTCHA associated text field and click on "Send". You can change CAPTCHA image if you cannot read the displayed one. You can also click on the  to listen to audio version of the CAPTCHA.

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Once the new password accepted, a confirmation email is sent to the contact email address associated with the account (For RTE customers and partners, the contact address belongs to a non RTE domain).

The following message is then displayed and the password change is over.




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4. Reset your forgotten password

To change your password:


1. Go to the homepage and click on « Email a password reset link ». The following page is then displayed :



2. Enter your account login
3. Enter the contact email address associated with the account



For RTE customers and partners, the contact address belongs to a non RTE domain.

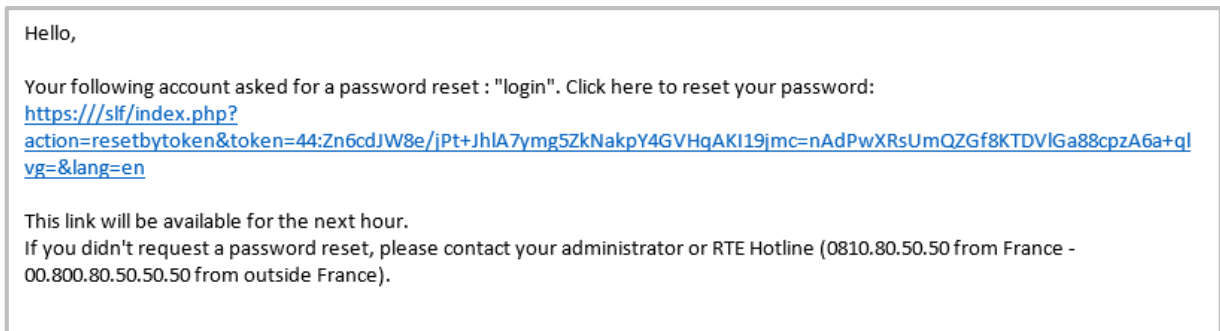
4. Finally, fill in the CAPTCHA associated text field and click on "Send". You can change CAPTCHA image if you cannot read the displayed one. You can also click on the  to listen to audio version of the CAPTCHA.

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Once information submitted and validated, a confirmation email is sent to the contact mail address.

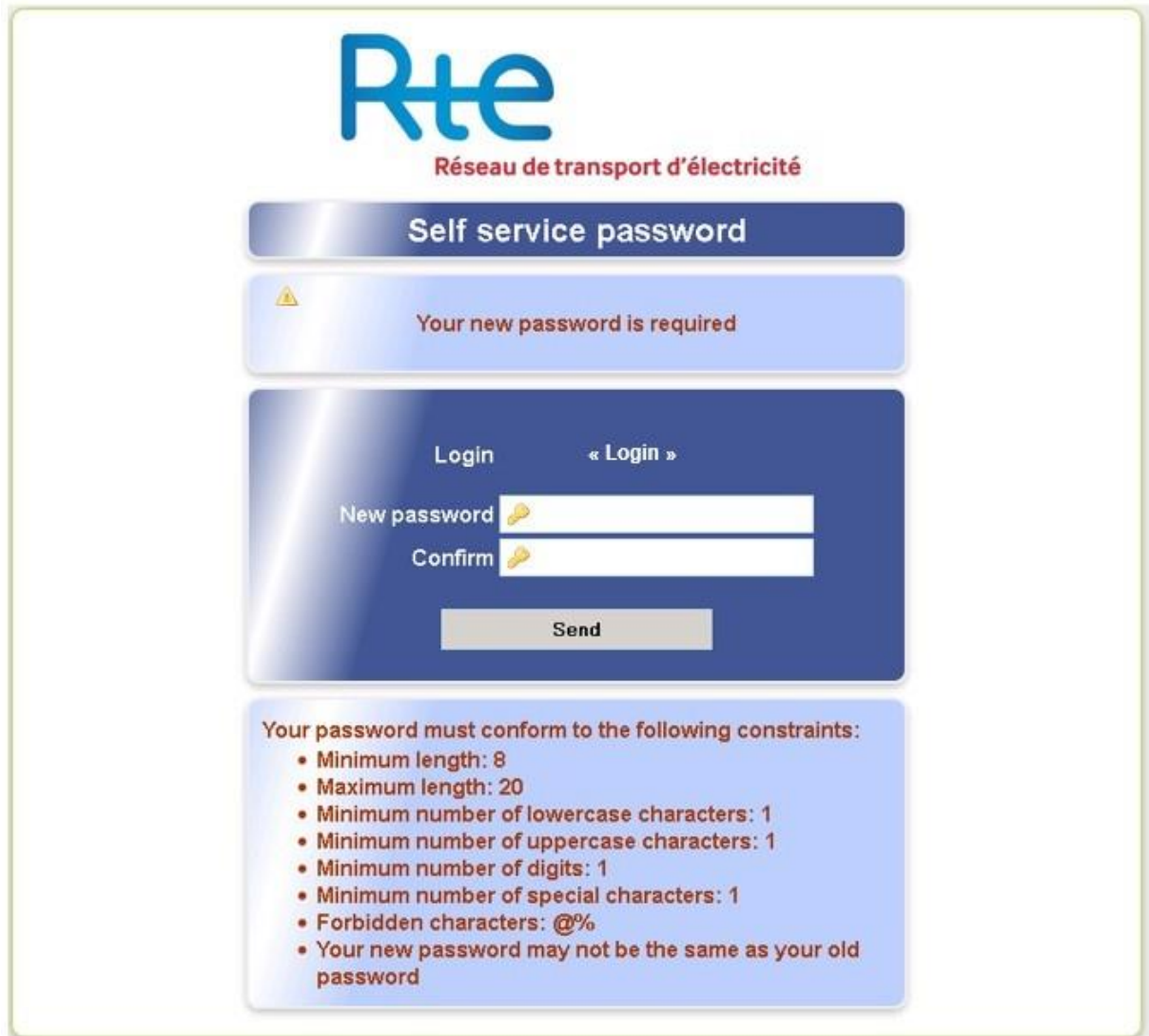


The message explains how to continue the password change procedure. It looks like the one hereafter:



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The link displays the following page.



The screenshot shows the RTE website interface for changing a password. At the top is the RTE logo and the text "Réseau de transport d'électricité". Below this is a dark blue header with the text "Self service password". A light blue box with a warning icon contains the message "Your new password is required". The main form area is dark blue and contains a "Login" section with a "« Login »" button. Below this are two input fields: "New password" and "Confirm", each with a key icon. A "Send" button is positioned below the input fields. At the bottom, a light blue box lists the password constraints:

- Minimum length: 8
- Maximum length: 20
- Minimum number of lowercase characters: 1
- Minimum number of uppercase characters: 1
- Minimum number of digits: 1
- Minimum number of special characters: 1
- Forbidden characters: @%
- Your new password may not be the same as your old password

Enter twice your new password and click on "Send".



Your new password must contains between 8 and 20 characters. It must also contains at least one lowercase character, one uppercase character, one digit and one special character (@ and % excepted)

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FIN DU DOCUMENT