

## How to reset my password

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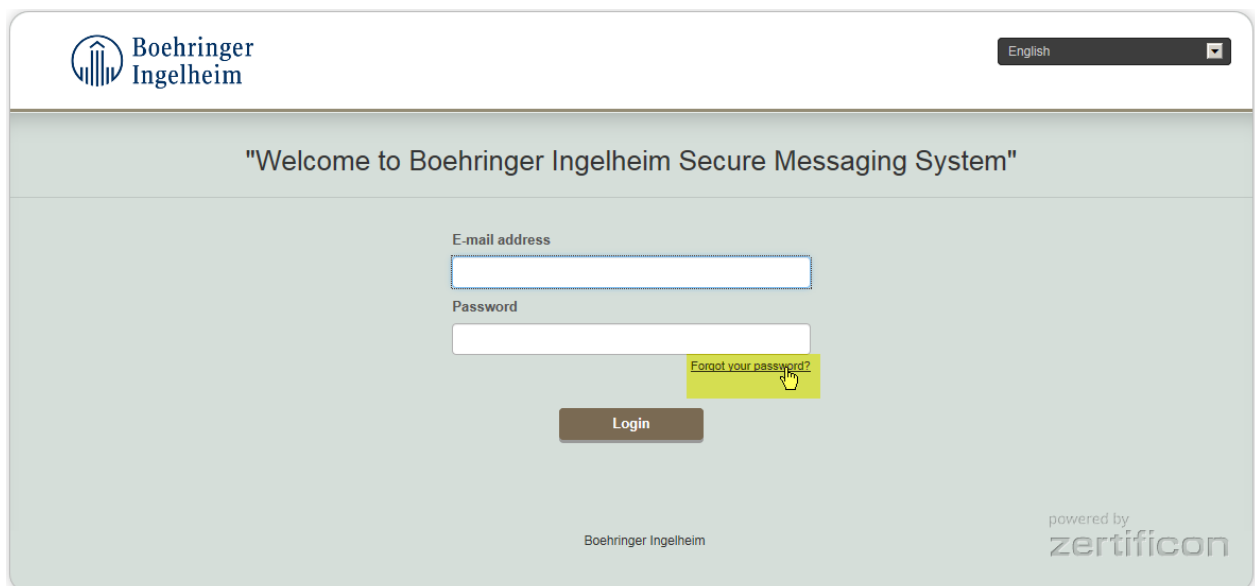
### Content:

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### Instructions:

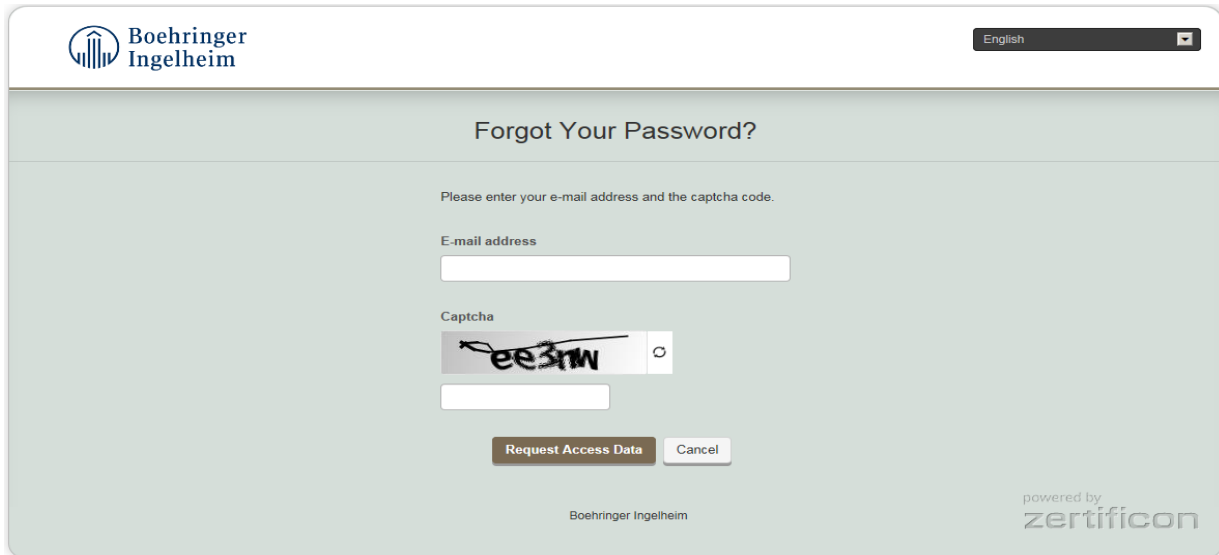
In case you don't recall your password visit the website <https://smail.boehringer-ingelheim.com>

Click the **Forget your password?** link.



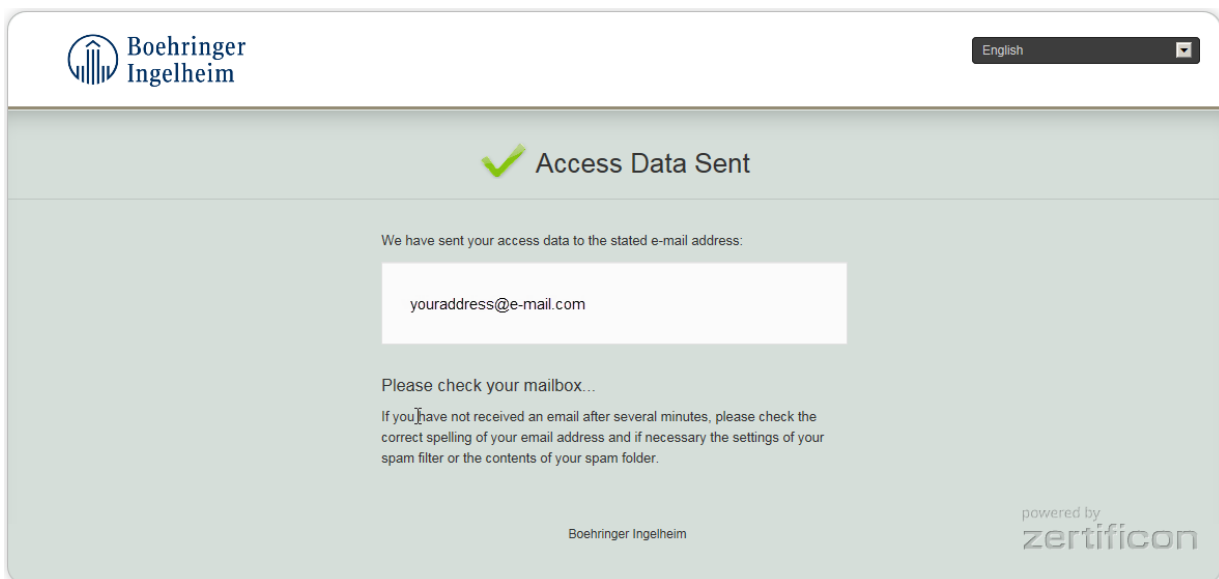
## How to reset my password

Enter your **E-mail address** and the **Captcha** code. Click on **Request Access Data**.



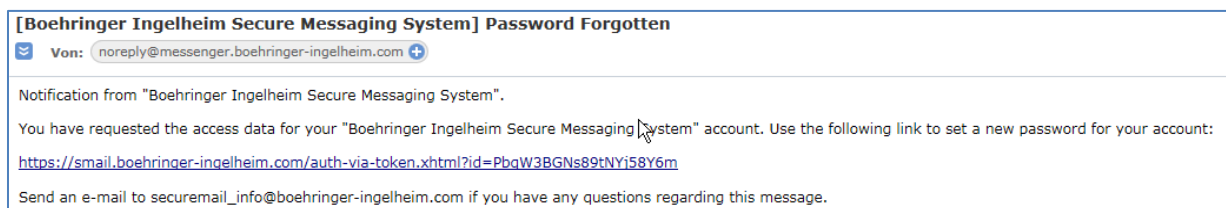
The screenshot shows a web form titled "Forgot Your Password?". At the top left is the Boehringer Ingelheim logo, and at the top right is a language dropdown menu set to "English". The main heading is "Forgot Your Password?". Below this, a prompt says "Please enter your e-mail address and the captcha code." There are two input fields: "E-mail address" and "Captcha". The "Captcha" field contains a distorted image of the characters "ee3rw" and a refresh button. Below the input fields are two buttons: "Request Access Data" and "Cancel". At the bottom, there is a small "Boehringer Ingelheim" logo and a "powered by zertificon" logo.

The next screen contains further information.



The screenshot shows a confirmation screen titled "Access Data Sent" with a green checkmark icon. Below the heading, it says "We have sent your access data to the stated e-mail address:" followed by a white box containing the email address "youraddress@e-mail.com". Below this, it says "Please check your mailbox..." and "If you have not received an email after several minutes, please check the correct spelling of your email address and if necessary the settings of your spam filter or the contents of your spam folder." At the bottom, there is a small "Boehringer Ingelheim" logo and a "powered by zertificon" logo.

Check your mailbox for the notification and use the embedded link.



The screenshot shows an email notification with the following content:

**[Boehringer Ingelheim Secure Messaging System] Password Forgotten**

Von: noreply@messenger.boehringer-ingelheim.com

Notification from "Boehringer Ingelheim Secure Messaging System".

You have requested the access data for your "Boehringer Ingelheim Secure Messaging System" account. Use the following link to set a new password for your account:

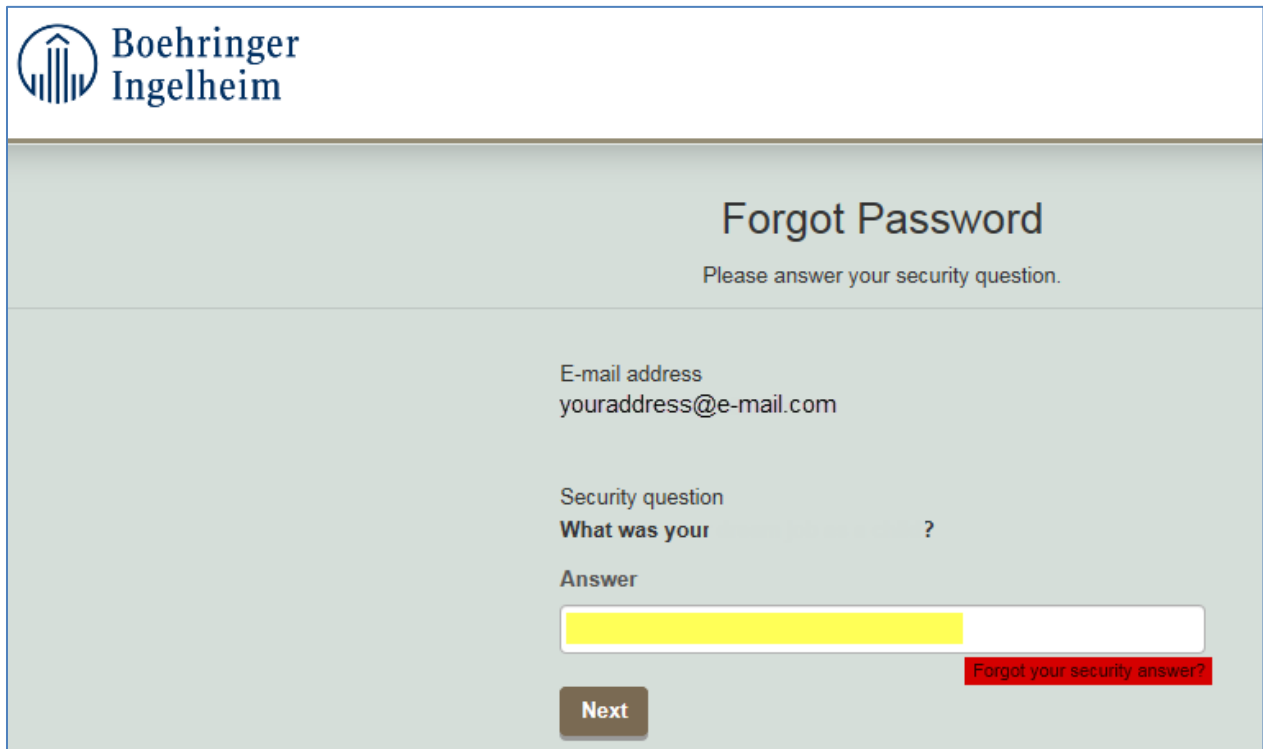
<https://smail.boehringer-ingelheim.com/auth-via-token.xhtml?id=PbqW3BGNs89tNYj58Y6m>

Send an e-mail to [securemail\\_info@boehringer-ingelheim.com](mailto:securemail_info@boehringer-ingelheim.com) if you have any questions regarding this message.

## How to reset my password

Enter the **Answer** to your personal **Security question** and click on **Next**. If you know the answer to your **Security question** jump to next page.

If you don't recall your **Security Answer** click on **Forgot your security answer?**



**Boehringer  
Ingelheim**

### Forgot Password

Please answer your security question.

E-mail address  
youraddress@e-mail.com

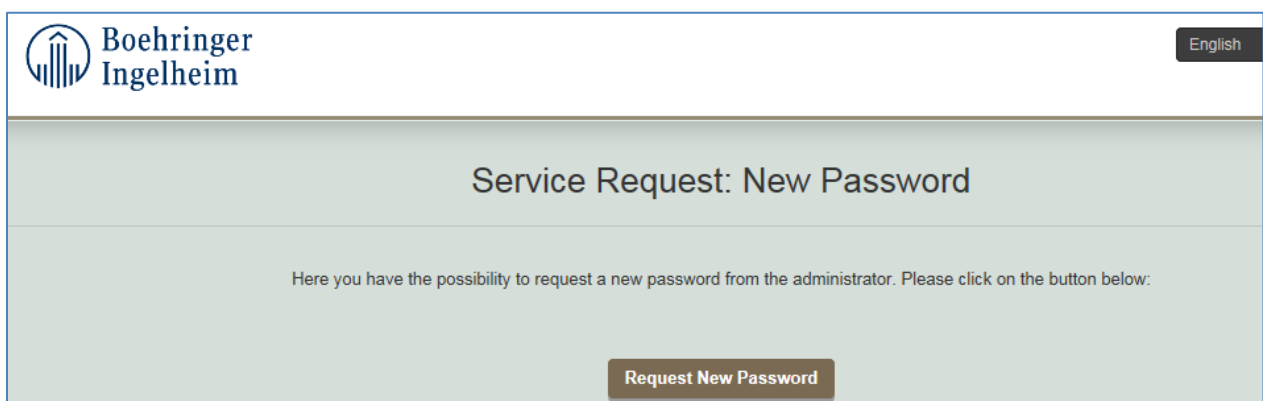
Security question  
**What was your** ?

Answer

**Next**

[Forgot your security answer?](#)

Click on **Request New Password** and you will receive a new Account Activation Link in your regular mailbox. This process might take some time.



**Boehringer  
Ingelheim**

English

### Service Request: New Password

Here you have the possibility to request a new password from the administrator. Please click on the button below:

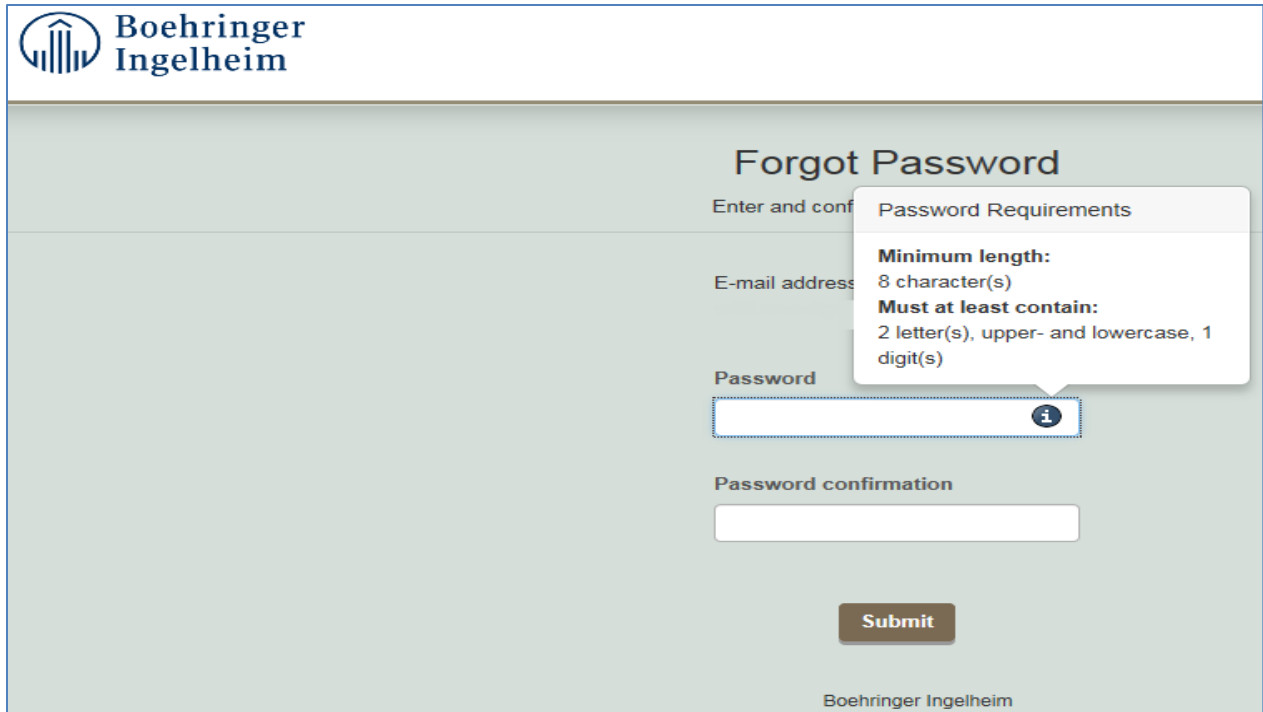
**Request New Password**

**Please note: your account will be locked after 3 failed Answer attempts.**

In case your account has been **locked** please send an e-mail to [securemail\\_info@boehringer-ingelheim.com](mailto:securemail_info@boehringer-ingelheim.com) including your e-mail address and request to **UNLOCK** your account.

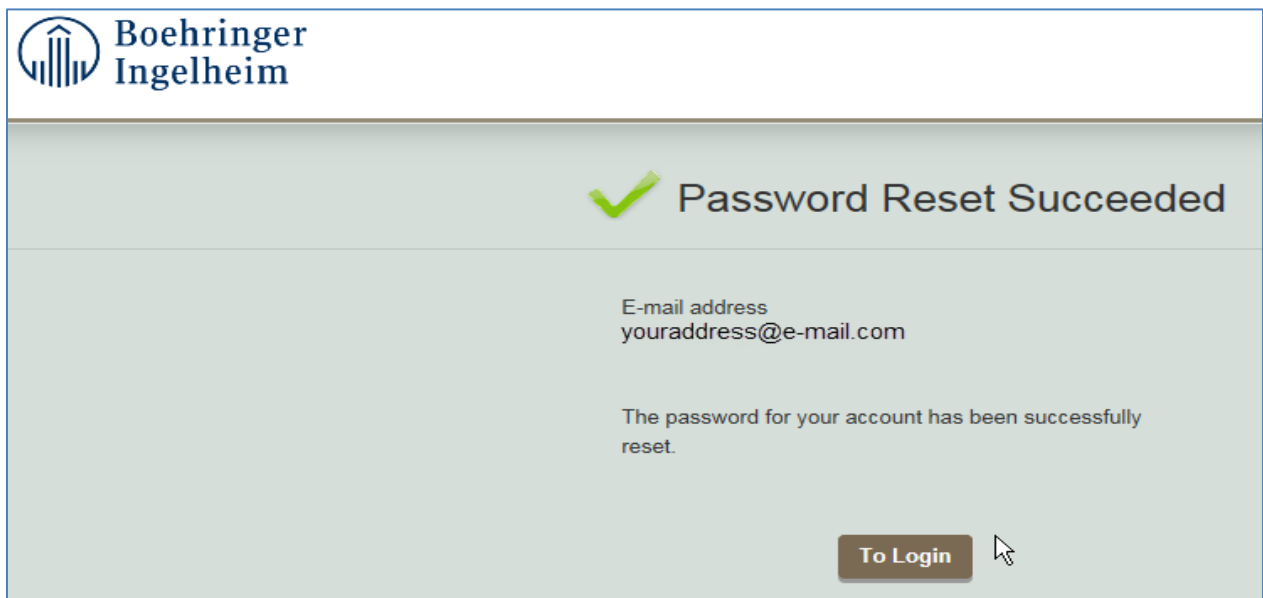
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Enter a new **Password** following the **Password Requirements**.



The screenshot shows the 'Forgot Password' form on the Boehringer Ingelheim website. The form includes fields for 'E-mail address', 'Password', and 'Password confirmation'. A tooltip is displayed over the 'Password' field, listing the requirements: 'Minimum length: 8 character(s)' and 'Must at least contain: 2 letter(s), upper- and lowercase, 1 digit(s)'. A 'Submit' button is located at the bottom of the form.

Click on **Submit** to send your new password.



The screenshot shows the 'Password Reset Succeeded' confirmation page. It features a green checkmark icon and the text 'Password Reset Succeeded'. Below this, the user's email address is displayed as 'youraddress@e-mail.com'. A message states: 'The password for your account has been successfully reset.' A 'To Login' button is located at the bottom right of the page.

Now you can use your new password to open your secure messages or to enter the customer portal <https://smail.boehringer-ingelheim.com>

## How to reset my password

### Password History

**Please note:** If you receive Secure Mails as PDF files (the default delivery type) you have to use the password which was valid at the creation point of the message.

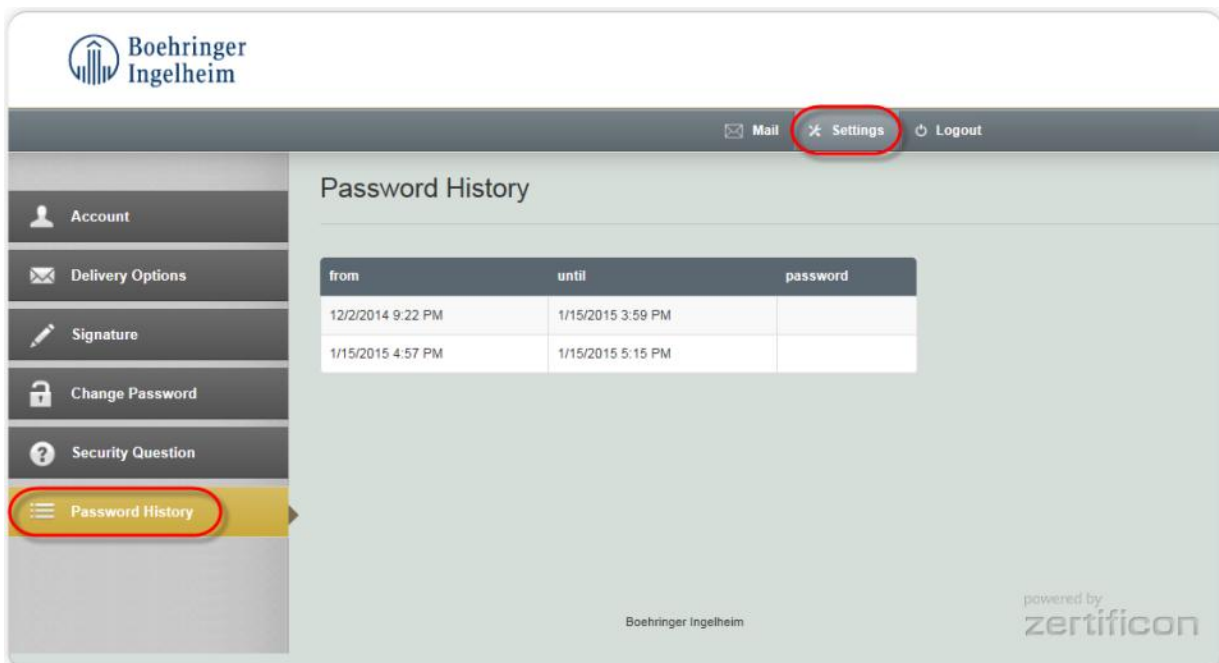
Secure Messages received before the password change must be opened with the old password.

To find out your old password login to <https://smail.boehringer-ingelheim.com> , enter the

**Settings** Tab and navigate to **Password History**.

Here you will find all your old passwords and the time period it was used.

It should appear similar to the figure below. Use the appropriate password to enter the old message.



from	until	password
12/2/2014 9:22 PM	1/15/2015 3:59 PM	
1/15/2015 4:57 PM	1/15/2015 5:15 PM	

Please visit the website <http://guides.boehringer-ingelheim.com> for further information, manuals and FAQ's.