

# How to reset login password for eConcierge Toner Ordering Program

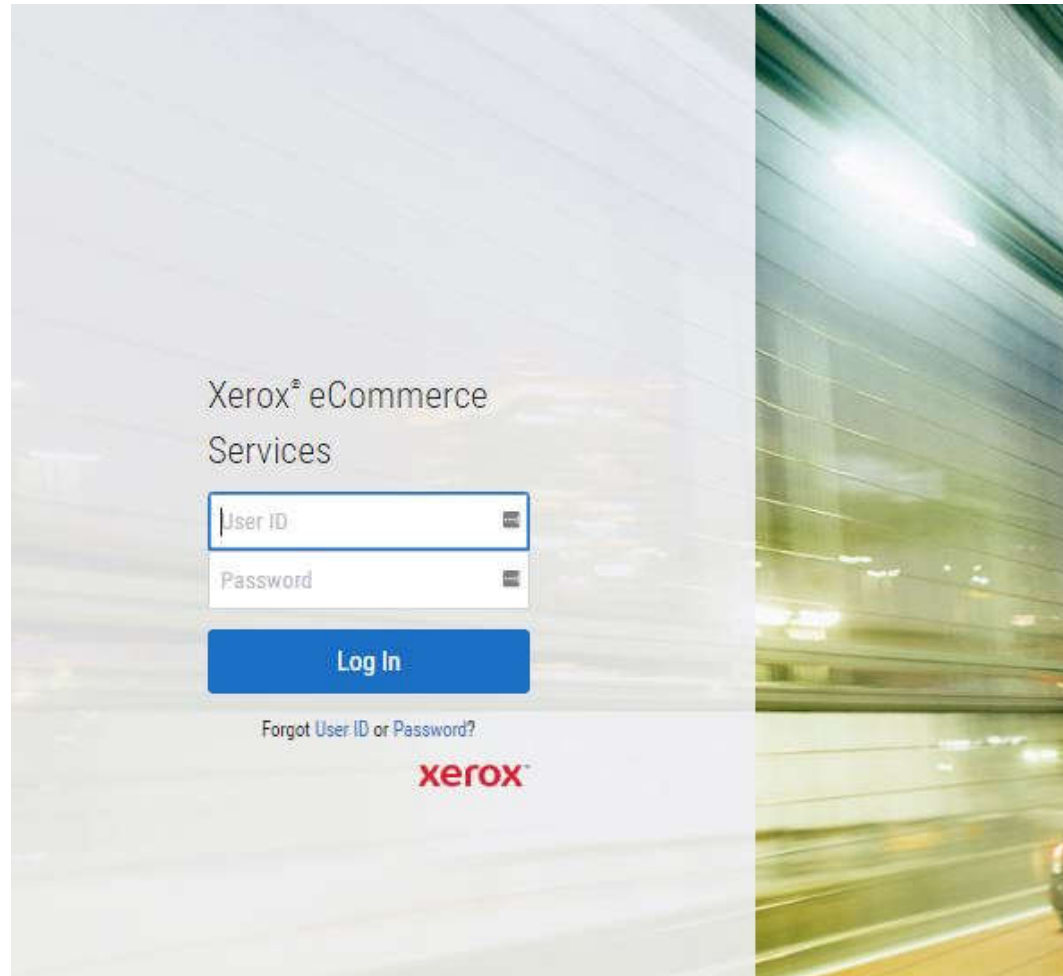
eConcierge powered by xerox 





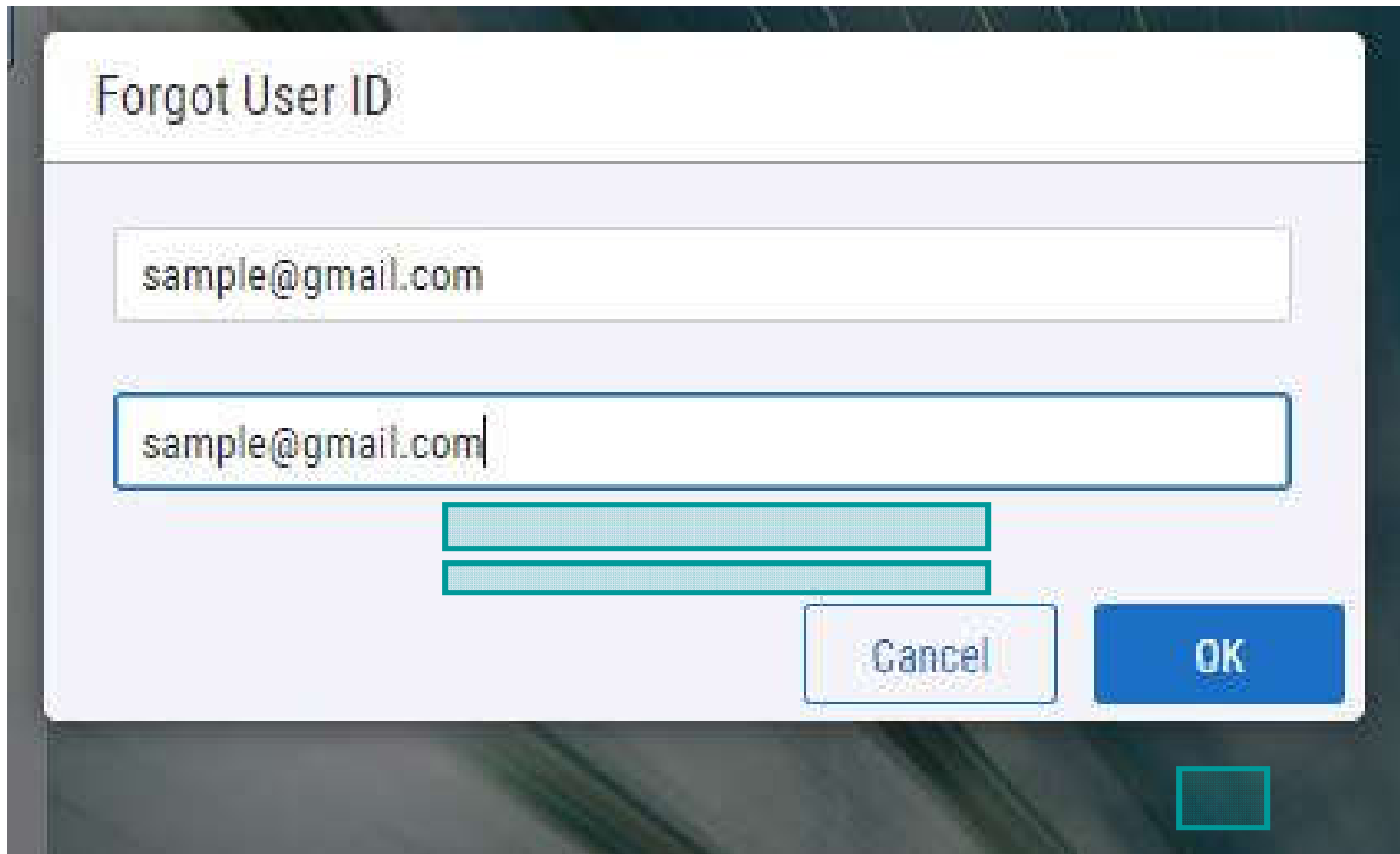
# RESET

- This guide will help you recover your Login ID for the eConcierge Toner Ordering Program.
- This guide will also help you reset your password.



Begin at the eConcierge login screen. You may see this login screen when opening the program or when you are ordering toner.

To recover your Login ID, click on the link that says “Forgot Your eConcierge User ID?” A new window will open up.



When this new window opens, type your email address into the blanks as shown above.

Click OK to advance to the next screen.

Your User ID has been sent to the following email address:

sample@gmail.com

Close

You should see this screen. Check your email, you should receive a message shortly that reminds you of what your Login ID is.



eConcierge Support <admin@econciergetools.com>

to me ▾

1:56 PM (4 minutes ago) ☆



## Reliable Office Technologies Corp.

Dear John,

Please use the following User ID to log into your eConcierge powered by Xerox® account.

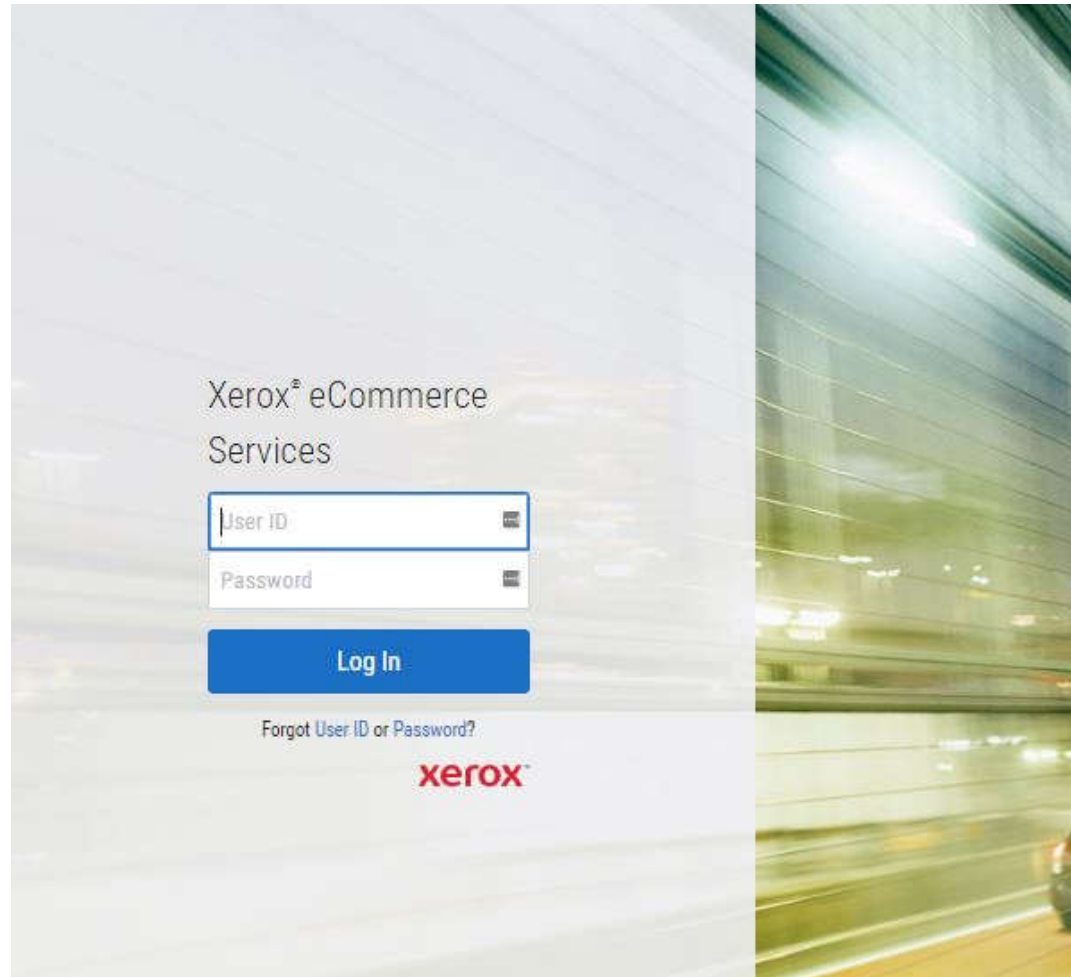
User ID	Company Name	Reseller Name
SampleID1234	ROTC	RELIABLE OFFICE TECHNOLOGIES

Regards,  
Your Support Team  
eConcierge powered by Xerox

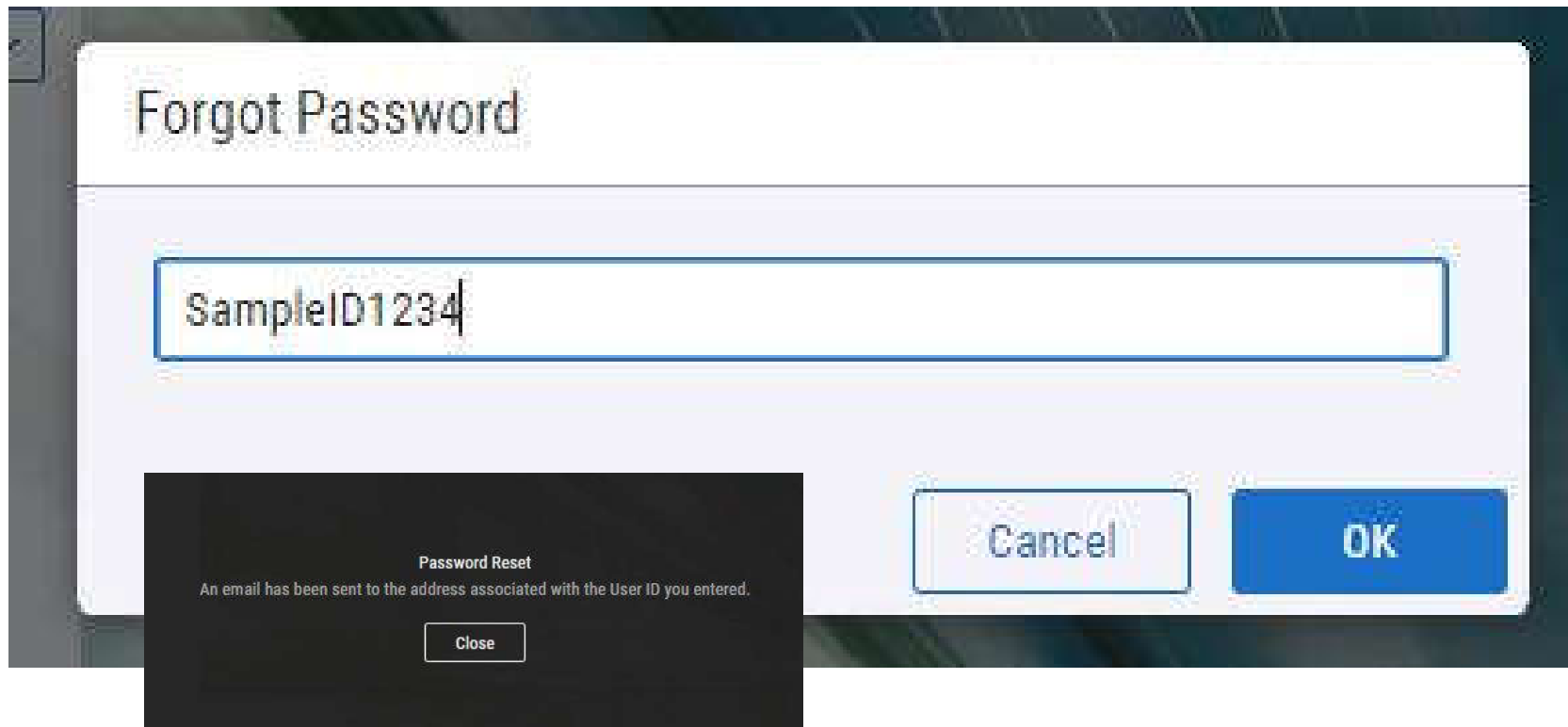
This automated message was sent from an unmonitored email service. Please do not reply to this message.

This is an example of what that email message may look like.

Next we will show you how to reset your password.



Your password can be reset from the login screen. Click on “Forgot Your Password?” to advance to the next screen.



Type your Login ID into the blank. Then Click “OK”. The screen will change and the message in the black box will appear. Just click on “Close”

Check your email, you should receive a message shortly.



Reliable Office Technologies Corp. eConcierge powered by **xerox**

---

Dear Shelley,

Please [click here](#) to change the password for your eConcierge powered by Xerox® account.

This link will only be valid for 24 hours.

Please keep your password in a secure location.

If you need assistance, please contact us at 866-852-4352 or via email at [support@econciergetools.com](mailto:support@econciergetools.com).

Regards,

Your Support Team

eConcierge powered by Xerox

---

This automated message was sent from an unmonitored email service. Please do not reply to this message.

This email was sent to [scarter@rotsolutions.com](mailto:scarter@rotsolutions.com).

©2019 Xerox Corporation. All rights reserved. Xerox®, Xerox and Design® and eConcierge powered by Xerox® are trademarks of Xerox Corporation in the United States and/or other countries.

The message should look like the one in the example above. Click on the blue text that says “Click Here”. A new window will open.

## Reset Password

Must be 8-16 characters, include an uppercase letter, a lowercase letter, and a number. Symbols are optional. No spaces.

Your password has been changed.

A window should open up like the one in the example above. On this screen we can create a new password.

The new password must be at least 8 characters long, have an uppercase letter, lowercase letter, a number and a special characters such as a \$.

Click on “OK” to finish. A box should popup like in the example above indicating that your password has been reset successfully.

Congratulations! You have recovered your Login ID and reset your password successfully!!