Resetting Your Password

- To reset your RouteOne password, go to www.RouteOne.net and click the ‘Forgot Password?’ link.

- Enter your User ID and email in the fields, and click the ‘Submit’ button.

- You will receive an email from noreply@routeone.com. Click the link within the email to create a new password.

  **Subject:** Password Reset

  Thank you for using RouteOne. We have received a request to reset your password. If you did not initiate this request or you don’t want to reset your password, please disregard this email. Your password won’t change and your account is still secure.

  Click the link below to reset your password:

  https://testint.r1dev.com/Web/Reset?token=0de91354-a308-4fc4-ba5d-eabdd1669b80

  If clicking the link does not work, you may need to copy and paste the link into your browser’s address bar.

  Please note: This link will expire in 60 mins.

  Please do not respond to this email directly. For immediate assistance, please contact the RouteOne Service Desk at 1-866-ROUTE01 (1-866-768-8301) in the US or 1-877-556-0003 in Canada. You may also send an email to PasswordReset@routeone.com.

  We thank you for your business!

- The link will take you to RouteOne, where you will be immediately required to set a new password.
  - When creating a new password, you will be obligated to meet the following password requirements:
    - Cannot be one of your previous six passwords
    - Must be 8 to 20 characters long, and must contain at least 1 number, 1 uppercase letter and 1 lowercase letter
Resetting Your Password

- May contain the following special characters: `^\!@#$^&*()_\-_=|\}{\[":;?/>.<,.`

![Password Reset Form](image)

**Resetting Your Password within RouteOne**

- You may also reset your password while logged into your RouteOne account.
  - To reset your password within the RouteOne system, login to the RouteOne system, and click the ‘Gear’ icon at the top right hand corner of the screen.

  - Another page will open. Within the ‘Change Password’ section, enter in your old password, and your new password.

    ![Password Form](image)

  - Click the ‘Save’ button at the bottom of the page.
Resetting Your Password

TIPS

- If you are unable to login or forgot your password, click the ‘Forgot Password?’ link on the login page for assistance.
- When creating a password, keep in mind that passwords are case sensitive.