

[Subject]
[Title]

Overview

eLearning available on LearningSite (Intersect/Training): AMP-5000

The **Venable Account Management Portal** is a web page providing you the ability to manage your Venable account. You can:

- Unlock your network or Entrust accounts (which lock after three failed login attempts);
- Change your network password;
- Change your Entrust Personal Verification Number (PVN).

Before using the portal, you must first enroll by setting up three security questions and answers. Afterwards, you will answer the security questions in order to gain access.

Enrollment

IMPORTANT: Enrollment must be done from within the firm; you will not be able to enroll from outside of Venable.

1. From your Venable computer, browse to password.venable.com, or access the Account Management Portal from **Intersect | Applications**.

The Account Management Portal login screen displays.



2. Type your **User ID**.
3. Check **I'm not a robot**.
4. Click **Continue**.
5. Click **Continue** at the Enrollment screen.

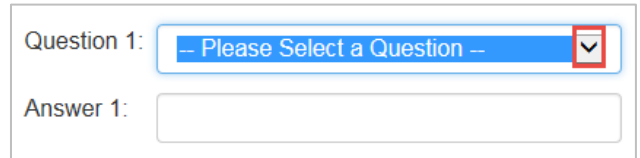


6. Type your network password and click **Continue**.
You will be presented with three Question and Answer fields.

- **Questions 1 and 2: Private** questions and answers used by you when accessing the portal.

- **Question 3:** A **semi-private** question used when calling the IT Service Desk to verify your identity when accessing your account.

7. Click the drop-down arrow and select a question:



8. Type in an Answer for the question.
9. Click **Continue** after setting up all 3 questions.

You are back at the Venable Password Management Portal screen.

NOTE: Any time your account is accessed from the Account Management Portal, an email will be sent to your Venable email account informing you of same.

If you did not initiate access, contact the IT Service Desk immediately.

Accessing the Portal

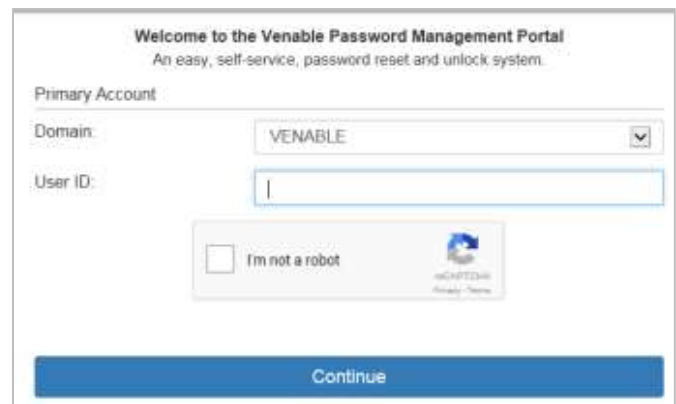
Once enrolled, you can gain access to the Account Management Portal from inside or outside a Venable office.

From outside the office simply browse to password.venable.com (no need to connect to the Venable network first).

Note: All of portal features are accessible when connecting outside of the office except for the ability to enroll.

From within the office use a phone or tablet to browse to password.venable.com to reset your password or unlock your account, or continue to contact the IT Service Desk for assistance.

At the Account Management Portal login screen:



1. Type your **User ID**.
2. Check **I'm not a robot** to verify that you are human.

Note: As a part of the verification a popup window may appear asking that certain items be selected.




3. Click **Continue**.

The Venable Account Management Portal displays.

Change Password/PVN

The Reset Password option allows you to change/reset your network password and/or your Entrust personal verification number (PVN).

1. Click on **Reset Password** .
2. Enter the answers to your security questions and click **Continue**.



4. Click the checkbox for the item(s) you wish to change: **VENABLE** for your Venable password; **Entrust** for your Entrust PVN.
5. Click **Continue**.



6. Type the new password or PVN and confirm it and click **Continue**.

Notification of the successful change displays and an email confirmation is sent.

Unlock your Account

You can unlock your network or your Entrust account after three (3) unsuccessful log in attempts.

1. Click **Unlock Account** .


2. Provide the answers for your security questions and click **Continue**.



3. Click the checkbox for the item(s) you wish to unlock.
Notification of the successful change displays and an email confirmation is sent.
4. Click **Sign Out** to exit the application.

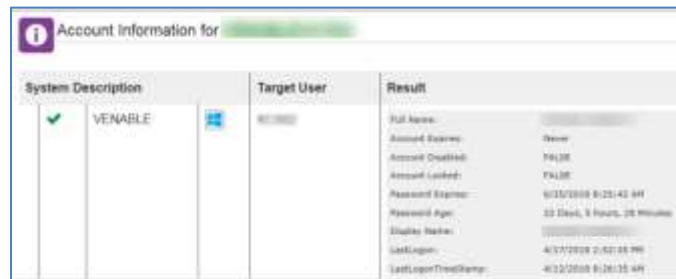
View Account Information

You can view information about your Venable or Entrust account, such as password and PVN age and expiration dates or lockout status.

1. Click **Account Information** .
2. Provide the answers to your security questions and click **Continue**.




4. Click the checkbox next to the account you wish to view.
The screen will display the status of the selected accounts:



6. Click **Continue** to return to the home page or **Sign Out** to exit.

Change Enrollment Questions

You can change or update your security questions used to validate your identity under Enrollment.

1. Click on **Enrollment** .
2. Enter your User ID and password and click **Continue**.
3. Update or select new question(s) and answer(s) and click **Continue**.
4. Click **Sign Out** to exit the application.