P-Card Reconciliation Forgotten Password Manual

Forgot Password:

In order to use the Forgot Your Password link on the recon tool, you will need your user ID and the answer to the Security Question.

If the Security Question and Answer were never updated, the default is below.

Security Question (default): What is your favorite pet’s name?
Security Answer (default): spot

1. Click the blue Forgot Your Password link below the Log In button.

Corporate Account Reconciliation

Log In to Your Account

User ID
Password
Log In

Forgot Your Password?
Update User Profile

Click Forgot Your Password?

Register New Account

Company Key
Register

2. Enter in your User ID (provided by PA) and slu email then click Continue

Corporate Account Reconciliation

Password Reset

Enter your User ID and Email Address to continue.

User ID: jsmith
Email: jsmith@slu.edu
Continue

Return to Login Screen
3. Enter the answer to the Security Question and click Continue.

Corporate Account Reconciliation

4. If Security Question is answered correctly, the screen below will appear. Click OK.

Corporate Account Reconciliation

5. When the email from atWork@amex.iers.ihost.com is received, follow instructions to reset password. The temporary password is only good for a limited amount of time so reset as soon as possible.
6. When logging into the CAR tool with the temporary password, the Password Reset screen appears. Choose a new password and confirm it (following the Password Rules) and click Submit.

7. When password is successfully updated, the tool reconciliation screen will open.