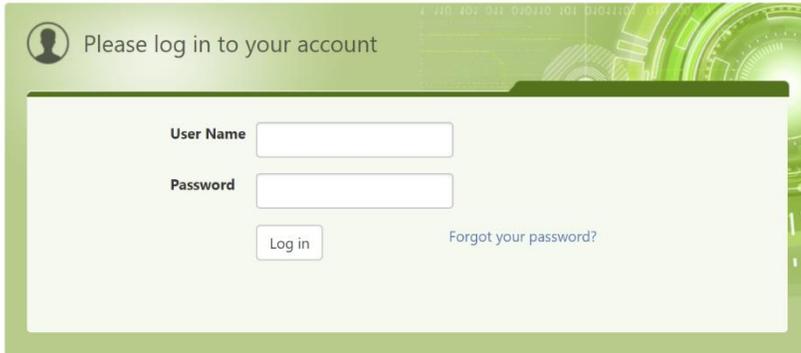


Dear SMART user,

The 2-factor authentication changes are now live in SMART. Please follow the steps below so that you can login to SMART and resume your work.

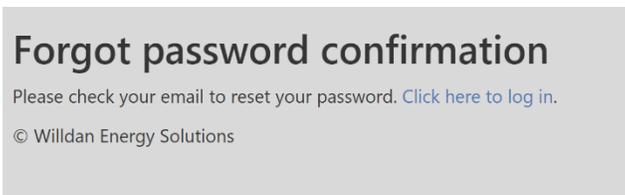
- 1) When you try to login for the first time after this change, you will be redirected to a new window to authenticate yourself. Because this is a new implementation, it will not remember your old password, so for the first time you interact with SMART after this change, you will need to reset your password through the "Forgot your password" link below.

A screenshot of a login page with a green header. The header contains a user icon and the text "Please log in to your account". Below the header is a white form area with two input fields: "User Name" and "Password". Below the "Password" field is a "Log in" button and a link that says "Forgot your password?".

- 2) You **MUST** use the user name and email address that is in your account to be able to reset your password. If you enter a different one, it will prompt you to enter it again as it will not be able to find it.

A screenshot of a "Forgot your password?" form. The form has a grey header with the title "Forgot your password?" and the instruction "Enter your user name and email.". Below the header are two input fields: "User Name" and "Email". Below the "Email" field is a "Submit" button.

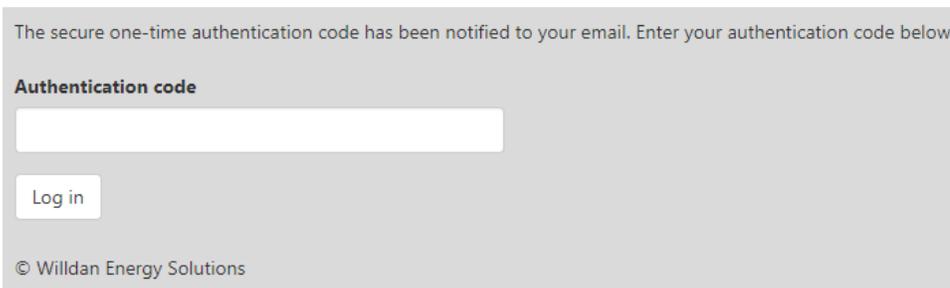
You will see this screen if the user name and email you entered match your account, and you can proceed to the next step. If you are not taken to this screen, it means the user name and/or email entered is incorrect.

A screenshot of a "Forgot password confirmation" form. The form has a grey header with the title "Forgot password confirmation". Below the header is the text "Please check your email to reset your password. [Click here to log in.](#)". At the bottom of the form is the copyright notice "© Willdan Energy Solutions".

- 3) You will receive an email from "SMART Admin" with a temporary new password. Select "Click here to log in" on above screen (from step 2) and it will redirect you to the login screen (from step 1) where you can enter your user name and your new temporary password. If you decide to copy and paste the password directly from the email to the screen, make sure you select only the password characters and not any additional "blank" space characters at the end. If you get an error with the password it is most likely that you copied a space character as well, so try typing it in instead. Remember the password is case sensitive.
- 4)



- 5) You will then get an email with an authentication code. THIS IS NOT YOUR PASSWORD. This code (and any future codes) will only work for this specific instance of authentication, and you will not use this specific code ever again. When you need to authenticate again in the future, you will receive another email with a new code.



Dear SMART Application User,

You have requested a secure one-time authentication code to log into your account:

One-time authentication code: 860598

Thank you,
SMART Administrator

- 6) Once you enter the authentication code you will be redirected to your account information so you can enter a new password of your choosing. This is the same screen you use for when your password expires. Please type and re-type a new password (meeting the length and character criteria) and hit “Update Account information”.

You are required to change your password because the current one has expired.

Login ID: [Redacted] First Name: [Redacted] Last Name: [Redacted]

User Role: CSR Password 1: [Redacted] Retype Password: [Redacted]

Last Login: 5/11/2018 3:33 PM

Organization: Willdan Lighting & Electric Inc

Contact Data: Use selected organization's contact data

Address: [Redacted]

City: [Redacted] State: NY Zip Code: [Redacted]

EMail: [Redacted]@willdan.com Phone: [Redacted] Fax: [Redacted]

Required fields in red.

Program Access:

- ConEd
- Direct to Customer
- Multifamily
- New Jersey DI
- ORSDI
- PacifiCorp - UT
- PacifiCorp Oil & Gas
- Potomac
- PSE
- Small Business DI

Update Account Information

- 7) Moving forward, you will only need to authenticate yourself when you change your password, or when you login through a new device or browser. Because on step 5 we changed our password (from the temporary one received with the “forgot your password link” on step 1), we would need to authenticate ourselves again (logout and repeat step 4; you will receive a new code), and once you enter it, it will redirect you to SMART where you can resume work as normal.

What next:

1. You will not need to authenticate yourself with a code again, unless you login through a new browser or a new device, or if your password is changed (every 90 days at minimum when your password expires). If you do login through a different browser or device, or your password changes, you will NOT need to go through the “forgot your password” step again (ignore steps 1-3, this was a one-time thing). You will only need to follow step 4 when logging in for the first time through a different browser/device, or steps 5-6 when changing your password. Just remember, Changing your password will cause all devices to prompt you for a passcode the first time you log in to that device/browser after updating your password (step 4).

If you do need assistance, please use the contact below depending on the program you work on. If everyone emails me I will not be able to assist them all, so please reach out to the team member assigned to your program. Because we have 300+ SMART users, a response may take time. We appreciate your patience.

Con Edison’s Multifamily – JYang@willdan.com (Jihyun Yang)
Con Edison’s Small Business/CDI – XSun@willdan.com (Xuechun Sun)
PacifiCorp/Rocky Mountain Power– AShukla@willdan.com (Abhishek Shukla)
New Jersey and Potomac/Maryland – PBrown@willdan.com (Peter Brown)
Chicago Public Sector – DSankhla@willdan.com (Dushyant Sankhla)
Puget Sound Energy – JMartinez@willdan.com (James Martinez)

Thanks