Sysco Corporation

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What's New in eSYSCO?

eSYSCO is an online solution for foodservice operators. Using eSYSCO, restaurant workers and kitchen managers can easily place orders over the Internet whenever they want, while still enjoying the benefits of having direct access to Sysco. eSYSCO now offers a helpful password reset feature that provides many benefits.

Simple to Use With this new feature, you can easily reset your password in three simple steps:

- Identify (set up your security questions)
- Verify (correctly answer your security questions)
- Reset (enter your new password)

Controlled by You There is no longer a need to contact Sysco to request a password reset. You can reset a forgotten password without any outside assistance!

Available on Demand If you require regular password resets for security purposes, use this new feature to reset your password from any location, at any time using the eSYSCO website.

Ever Forget Your eSYSCO Password?

Previously, if you forgot your eSYSCO password, you had to call your local Sysco support team to reset your password. Now, you can reset your own password before you log into eSYSCO. (You can still change your password using the Change Password link at any time after successfully logging into eSYSCO.)

The *Login* screen (Figure 1) now displays a link that offers you the opportunity to reset your password without calling Sysco.

e SYS	SCO. 🗐 😜		Please Login
	Good things	Username: Password: (forgot password?)	Forgot Password link displays on the Login screen
Maintenance H	lours Nightly between Midnigl	Click <u>hare</u> to book mark this site. nt & 6:00 AM (EST), you may experience degraded performance. Saturd the system will be off-line.	ay evenings between 10:00 PM & Midnight (EST),
	Works best with Microso	nft Internet Explorer 6.0, Netscape Navigator 6.1 or 6.2, and 800x600 or h Please click <u>here</u> for a complete system requirements description.	igher screen resolution.
Terms of Use	Co	pyright ©2000-2006 SYSCO, Corp. All rights reserved. esysco build 7.6.2.0.20090520	Privacy Policy



Before resetting your password, you must set up your security questions and answers. You only need to set up your questions and answers *one time*. When clicking *forgot password*, eSYSCO gives you the option to select a security question that you must answer correctly. eSYSCO stays secure by asking security questions that only you know the correct answer to.



Setting Up Your Security Questions

You set your own security questions and answers to make it easier for you to reset your password. The *Security Question Information* screen (Figure 2) displays the next time you log into eSYSCO. Use this screen to pick three out of the eight available questions and to type your specific answers.

21200		Security Question Information
	Security	Information Setup
Please ans	swer the security questions in the	fields below for the purpose of Security Information Setup:
Please select Q	Juestion One	Enter your answer here
Please select Q	Juestion Two	Enter your answer here
Please select Q	Juestion Three	Enter your answer here
If you continue to	have problems, please conta	act your local Operating Company for additional support
If you continue to	b have problems, please cont Nightly between Midnig you may experience deg Saturday evenings bet	act your local Operating Company for additional support ght & 6:00 &M (EST), graded performance.
If you continue to	b have problems, please conta Nightly between Midnig you may experience deg Saturday evenings bet Retu	act your local Operating Company for additional support ght & 6:00 AM (EST), graded performance. ween irn to <u>eSYSCO</u>
If you continue to Works best with	have problems, please continues of the second secon	act your local Operating Company for additional support gtat & 6:00 AM (EST), graded performance. ween I'm to eSYSCO cape Navigator 6:1 or 6:2, and 800x600 or higher screen resolution. S SYSCO, Corp. All rights reserved.

Figure 2 Security Question Information screen

You must select and provide answers for *all three security questions* to use the password reset feature.

Resetting Your Own Password

After correctly responding to your security questions, eSYSCO displays a screen where you can reset your own password. You no longer have to call the Sysco support team for assistance!

Important: To ensure your information stays secure, you have **six chances** to correctly answer your security question before you are locked out of eSYSCO. Not only does this feature maintain security, it helps prevent someone from accessing your account without your knowledge.

To reset your own password:

1. On the *Login* screen (Figure 1 on page 1), click the **forgot password?** link. The *Security Question Challenge* screen (Figure 3) displays.

	SYSCO. Security Question Challenge					
	To reset your password: Step 1: Enter your Username (if not already shown) and press the tab key. Step 2: Select a Security Question, and press the tab key. Step 3: Enter the correct Answer and press the Submit button.					
	Username : Sysco Customer Security Question : Security Answer : Enter your answer here Submit					
	If you continue to have problems, please contact your local Operating Company for additional support Nightly between Nidnight & 6:00 AM (EST), you way experience degraded performance. Saturday evenings between 10:00 PM & Midnight (EST), the					
	Works best with Microsoft Internet Explorer 6.0, Netscape Navigator 6.1 or 6.2, and 800x600 or higher screen resolution. Copyright ©2000-2006 SYSCO, Corp. All rights reserved.					
	Figure 3 Security Question Challenge screen					
	2. In the Username field, type your eSYSCO username.					
	3. Press Tab . The <i>Security Question</i> drop-down list activates.					
	1. From the drop-down list, select a question.					
	5. In the Security Answer field, type your answer to the selected security question					
	6. Click Submit . eSYSCO checks to see if your response is correct and displays the <i>Reset Password</i> screen (Figure 4).					
	eSYSCO. Reset Password					
Type your new password in both fields	Validation Successful! Please enter new password in both fields and click "submit" * Must contain at least 6 characters * Must contain both letters and numbers * Passwords are case sensitive					
	Works best with Microsoft Internet Explorer 6.0, Netscape Navigator 6.1 or 6.2, and 800x600 or higher screen resolution. Copyright ©2000-2006 SYSCO. Corp. All rights reserved. All content included on this site, such as text, graphics, logos, button icons, images, audio clips and software is the property of SYSCO Corporation or its content					
	suppliers and protected by U.S. and international copyright laws. Copyright @2000-2006 SYSCO, Corp. All rights reserved.					
	Figure 4 Reset Password screen					
	7. In both fields, type your new password. For your convenience, eSYSCO pass- word guidelines display on the screen.					
	 Click Submit. The Login screen (Figure 1 on page 1) displays. Log into eSYSCO using your new password. 					

Reminding Yourself of Your Security Questions

If you ever need to remind yourself of your security information or change your security questions (or answers), use the *Options* screen (Figure 5). Scroll down to the Security Information Setup section to review your security details.



Figure 5 Options screen showing security information

When resetting your password, eSYSCO requires you to enter your answers exactly as shown on the Options screen. For example, in Figure 5, the answer is **Fifth street** (with a lower case *s*), which means you need to type *Fifth street* when answering your security question.

Be sure to use the same words, including capitalization, special characters, and spelling, when typing the answer to your security question.