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.
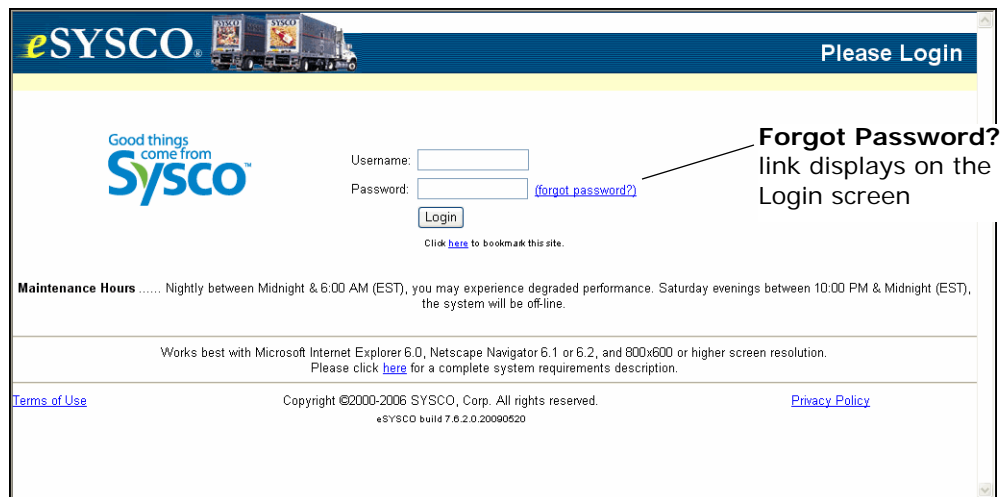

Figure 1 Login screen

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.

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.

Figure 3 Security Question Challenge screen

2. In the **Username** field, type your eSYSCO username.

3. Press **Tab**. The *Security Question* drop-down list activates.

4. 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 *Reset Password* screen (Figure 4).

Type your new
password in both
fields

Figure 4 Reset Password screen

7. In both fields, type your new password. For your convenience, eSYSCO password guidelines display on the screen.

8. 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.

Use the Options link to review your security information

Your security questions and answers display

eSYSCO uses your answers exactly as entered

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.