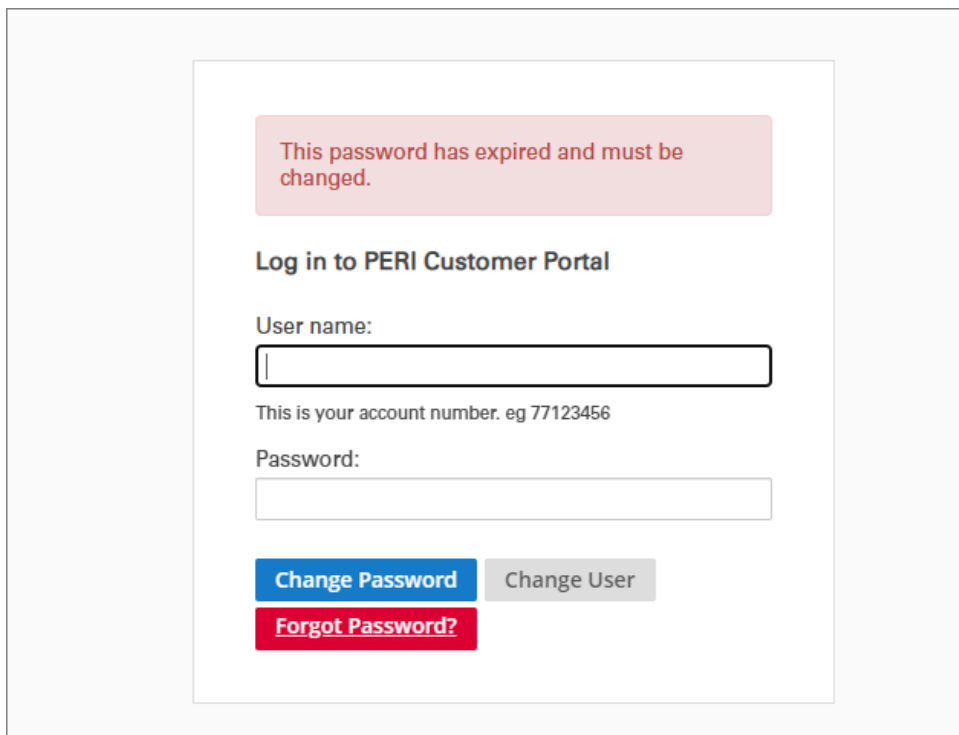


Once clicking on “Forgot Password” at the main login screen, and receiving an email with a temporary password, the following (and the first of two very busy screens) pops up:

1. Why are there “Username” and “Password fields” on this page? What does the customer fill in here? I have tested and it is not the temporary password. It also cannot be their permanent password as they forgot it, hence being at this screen. The two fields have no purpose on this page and only create confusion. It should be removed/hidden.
2. Why is there a “Change User” button? A customer only has one username? Why would they want to change to another non-existing user name? This button causes confusion and should be removed/hidden.
3. Why is there a “Forgot Password” button on this screen when the customer already went through the “Forgot Password” process and is in the process of changing a temporary password to a new one? This button should be removed.



The screenshot shows a login interface for the PERI Customer Portal. At the top, a red message box states: "This password has expired and must be changed." Below this, the heading "Log in to PERI Customer Portal" is displayed. The form includes a "User name:" label followed by a text input field. Below the input field, a hint text reads: "This is your account number. eg 77123456". The "Password:" label is followed by another text input field. At the bottom of the form, there are three buttons: a blue "Change Password" button, a grey "Change User" button, and a red "Forgot Password?" button.

Once this aforementioned screen has been mastered, a second, also confusing screen pops up:

1. It again shows the “User name” and “Password” fields, which again has no purpose on this screen, besides creating confusion. It should be removed/hidden.
2. The field “Current password” is the temporary password received via the “Forgot password” process, so definitely the fields mentioned in point 1 are not needed.



The temporary password has expired and must be changed.

Enter new password:

Confirm new password:

OK