Forgot Your Password?

You will need to answer two Security/Challenge questions to reset your password.

1. On the Sign-In page, click Log In.
2. On the One Account, Secure Access page, enter User ID/Email ID.
3. Click CONTINUE.
4. Click Forgot Password.
5. If you had registered your cell phone for OTP, then enter the OTP that is received on your phone. If you had not registered your cell phone for OTP, then Answer Security Questions.
   - In the Question drop-down list, select any two questions and type the corresponding answers in the respective Answer fields.
6. Click CONTINUE.
7. On the Create New Password page, type and re-type your new password in the New Password and Re-enter New Password boxes respectively.
   - The password must be a minimum of eight and maximum of 16 characters. The password must contain at least one letter, one numeric value, and one special character (_*^%$#@!). You cannot repeat the last 10 passwords.
8. Click SUBMIT.

Forgot Answers to Security/Challenge Questions?

If you have forgotten the answers to your Security/Challenge questions, while resetting your password or while logging on, you can contact the SIP Helpdesk or send an email to SIPHelp@Cognizant.com and follow the instructions in the response email.

For more information on how to register your phone for OTP, please refer to Site User Manage OTP Password Job Aid.
Changing Your Password and Challenge Questions after Logging on

After logging on, you can reset your password and Challenge questions from the **Settings** menu. To access the **Settings** menu, on the upper right corner of any page in SIP, click and then select .
Change Your Password

For security reasons, password resets are required every 90 days. Ten days prior to the password expiration date, SIP prompts you to change your password when you log on. You may change your password as often as you like.

1. Click Settings and then click Change Password.
2. On the Change Password page, enter the following details:
   - **Old Password**—Type your current password.
   - **New Password**—Type your new password.
   - **Confirm New Password**—Re-type your new password.

The password must be a minimum of eight and maximum of 16 characters. The password must contain at least one letter, one numeric value, and one special character (_& ^ % $# @ !). The system will not allow you to use the last 10 passwords.

3. Click Submit.

Update Challenge Questions

The Security questions (also called Challenge questions) allow you to secure your User ID and password. You can update these questions and answers.

1. Click Settings and then click Update Challenge Questions.
2. On the Change Security Questions page, select the Change check box(es) next to the question(s) that need(s) to be updated.
3. In each Question drop-down list, select a question. In the respective Answer drop-down list, type the corresponding answer.

4. Click Submit.