



Submissions Users,

Over the past several months, our Security, Platform, and Application Teams have collaborated to transition several Submissions to an enhanced Security Identity platform. As part of this modernization effort, updates will be introduced to your login and authentication experience.

What's Changing?

1. Updated Login Page

A revised login page will be implemented as shown below.

The following information applies to the entirety of this system, meaning (1) this computer network, (2) all computers connected to this network, including this one, and (3) all devices and storage media attached to this network or to a computer on this network. This

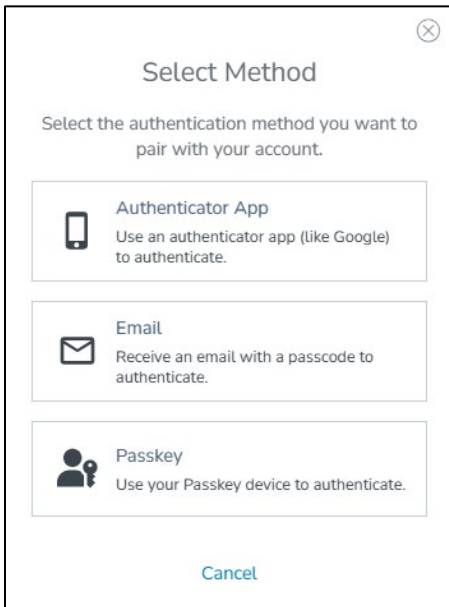
2. Password Requirements

Our new security platform has much stricter password requirements. Passwords in the new system must be a minimum of 15 characters and include at least one each of the following:

1. Upper-case letter
2. Lower-case letter
3. Number
4. Special character

3. Multi-Factor Authentication (MFA)

When accessing an application, an additional verification factor will be required. Supported authentication methods include Authentication App (i.e. Authy), Email, or Passkey (PIN or fingerprint). You will select your preferred MFA method during initial account setup.



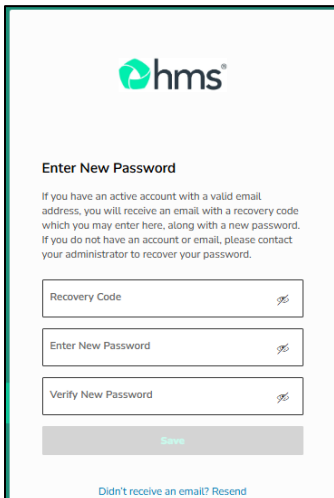
The screenshot shows a dialog box titled "Select Method" with a close button in the top right corner. Below the title is the instruction: "Select the authentication method you want to pair with your account." There are three selectable options, each with an icon and a description:

- Authenticator App**: Use an authenticator app (like Google) to authenticate.
- Email**: Receive an email with a passcode to authenticate.
- Passkey**: Use your Passkey device to authenticate.

A "Cancel" button is located at the bottom center of the dialog box.

4. Password Reset Process

Security questions will no longer be utilized. A recovery code will be sent to the email address associated with your account, after which you may establish a new password.



The screenshot shows the "Enter New Password" form in the hms system. At the top is the hms logo. Below it is the title "Enter New Password" and a paragraph of instructions: "If you have an active account with a valid email address, you will receive an email with a recovery code which you may enter here, along with a new password. If you do not have an account or email, please contact your administrator to recover your password." There are three input fields: "Recovery Code", "Enter New Password", and "Verify New Password", each with a "Show" button on the right. A "Save" button is at the bottom. A link "Didn't receive an email? Resend" is at the very bottom.

5. Account Lockout

If multiple incorrect password attempts occur, your account will be locked for 15 minutes. After 15 minutes, you can attempt to login again.

Note: Assistance from the Help Desk is no longer required for lockout resolution.

What to expect next

- Thursday evening, March 19th, you will receive an automated email from: IAM Admin (iamadmin_donotreply@gainwelltechnologies.com) with the subject line: **Notification - New Account Creation for <user's name>**
- This email will contain your account credentials, temporary password and instructions for setting up access through Single Sign-On (SSO).
- You will also receive an email from PingOne (noreply@pingidentity.com) which will contain a passcode you will use during account setup.

Important Notes

- With this enhanced security, setting up Multi-Factor Authentication (MFA) is critical for your new account. MFA is referenced in step 3 of your email from IAM Admin.
- The steps in the email from IAM Admin **MUST** be completed prior to trying to log into Submissions.
- Beginning March 20, 2026, please do not attempt to log into Submissions using your old credentials. They will not work.
- For users with access to both our Submissions and Solaris Plus applications, since Submissions will migrate prior to Solaris Plus, you will continue to use your old credentials for Solaris Plus until Solaris Plus is migrated to this new login system.

How to Prepare

- Monitor your inbox for the automated email and follow the instructions promptly.

Need Help?

If you encounter any issues or have questions about the process, our IT Support team is available to assist you. Please email maestro_support@gainwelltechnologies.com for support.