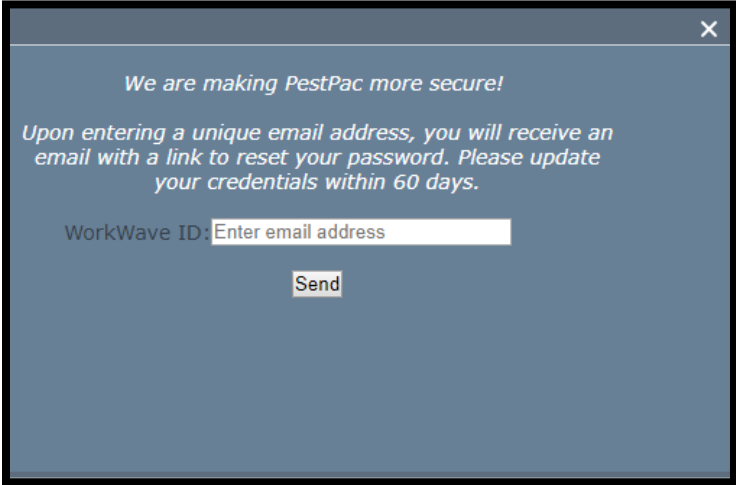


# PestPac TRUSTe Password Verification: Desktop and Mobile

This document reviews verifying confirmation is complete and resetting the mobile app password.

When a user logs into desktop PestPac and is prompted to *Enter Email Address*, that user will need to confirm their email address within 60 days.

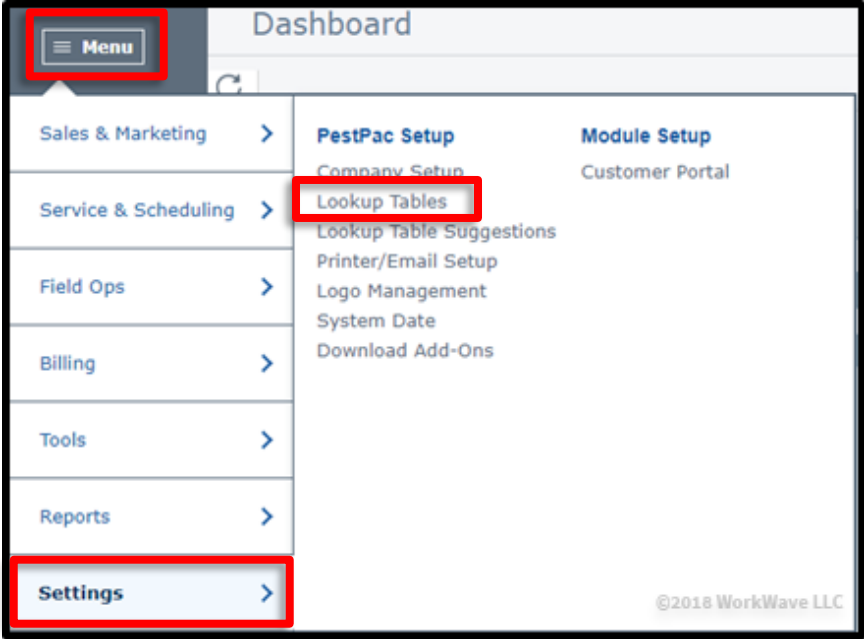
**Note:** Please be sure to confirm your ADMN profile.



## PestPac Desktop Update Confirmation

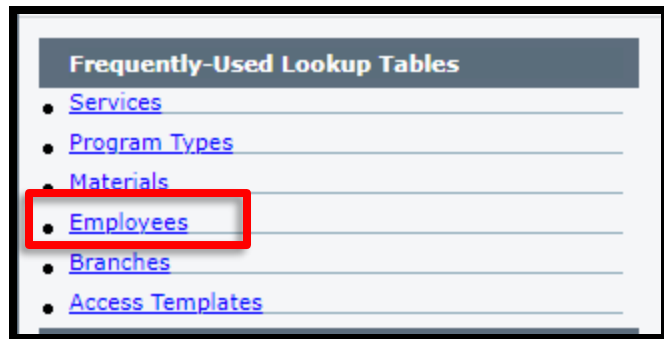
To check if a PestPac user has completed the email confirmation process, complete the following steps:

1. Go to *Menu > Settings > Lookup Tables*.



2. Click the blue *Employees* link under *Frequently-Used Lookup Tables*.

Employees will have *Confirmed Email* either checked or unchecked. **Employees without a check have not completed the password verification process.**



Maintain Employees				
Jump To: <input type="text"/>				Branch: <input type="text"/> <input type="button" value="Go"/>
Username	Name	Type	Default Branch	Confirmed Email
01	Whom A&A Verr	User/Tech	OAKHURST	<input checked="" type="checkbox"/>
02	Bill Butler	User/Tech	Freehold	<input type="checkbox"/>
03C	Chris Roberts	User/Tech	North Brunswick	<input type="checkbox"/>

3. Click the employee to bring up the specific employee. If the employee confirmed, there will be a confirmation date to the right of the email address. If employee did not confirm yet, the text will state *pending confirmation*.

Employee: **RTOMCSIK** (Rachel Tomcsik)

**General Options**  
[Basic Information](#) :: [Personal Information](#) :: [Payroll Setup](#) :: [Tech Photo/Bio](#) :: [Notifications](#)

**Technician Setup**  
[Commission](#) :: [Licenses](#) :: [Regions and Skills](#)

**Access**  
[Branch Access Rights](#) :: [IP Access Rights](#) :: [Login Times](#) :: [WorkWave Marketing Access](#)

**Basic Information**

Username:

First Name:

Middle Name:

Last Name:

Email:  ?

Alternate Email:

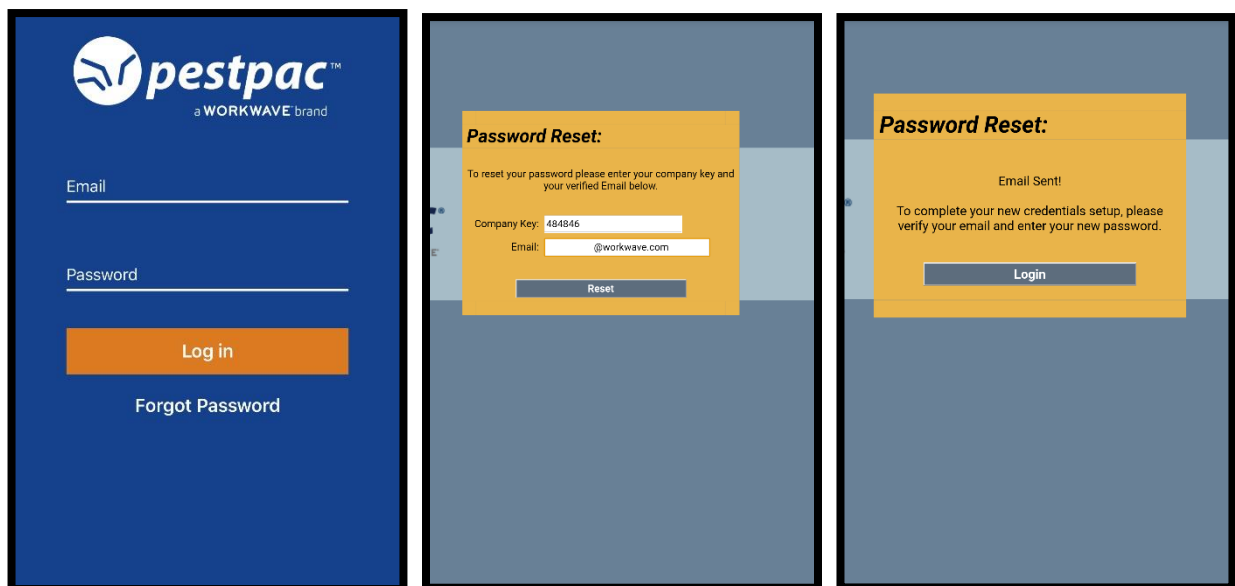
WorkWave ID:  ? pending confirmation

# PestPac Mobile App Password Reset

To reset your password on the mobile app, complete the following steps:

1. Tap the *Forgot Password* link on the Mobile login screen.
2. Enter your company key, email address, and tap *Reset*. You will receive confirmation that an email has been sent to complete your credentials setup.

You **MUST** click the link in the email that was sent to enter in a new password. Once this is complete, the Employee lookup table will display *Confirmed*.



REMEMBER: For additional setup, training, and usage resources, including live webinars and a robust video library, please visit [PestPac University](#).