

*This document provides instructions for logging in to SecureSync as well as describes system requirements and how to retrieve forgotten passwords.*

## System Requirements

SecureSync currently supports the following Internet browsers:

- Microsoft Internet Explorer
- Firefox
- Chrome

## Browser Security Settings

SecureSync must be set as a **Trusted Site** in your Internet browser. Depending on your region, add the following URL as a trusted site.

- Iron Mountain North America: [www.securesync.com](http://www.securesync.com)
- Iron Mountain Europe: [www.securesync.co.uk](http://www.securesync.co.uk)
- Iron Mountain Latin America: [www.imla.securesync.com](http://www.imla.securesync.com)
- Iron Mountain Australia: <https://securesync.ironmtn.com.au>

The **Trusted Zone** should be set to **Medium** security or lower. Your browser's security must be set to allow cookies and Java Script. Security settings should be set to **High**.

Contact your administrator for assistance with Internet browser settings.

## User Name and Password

Your user name and temporary password were sent to you when your user account was set up.

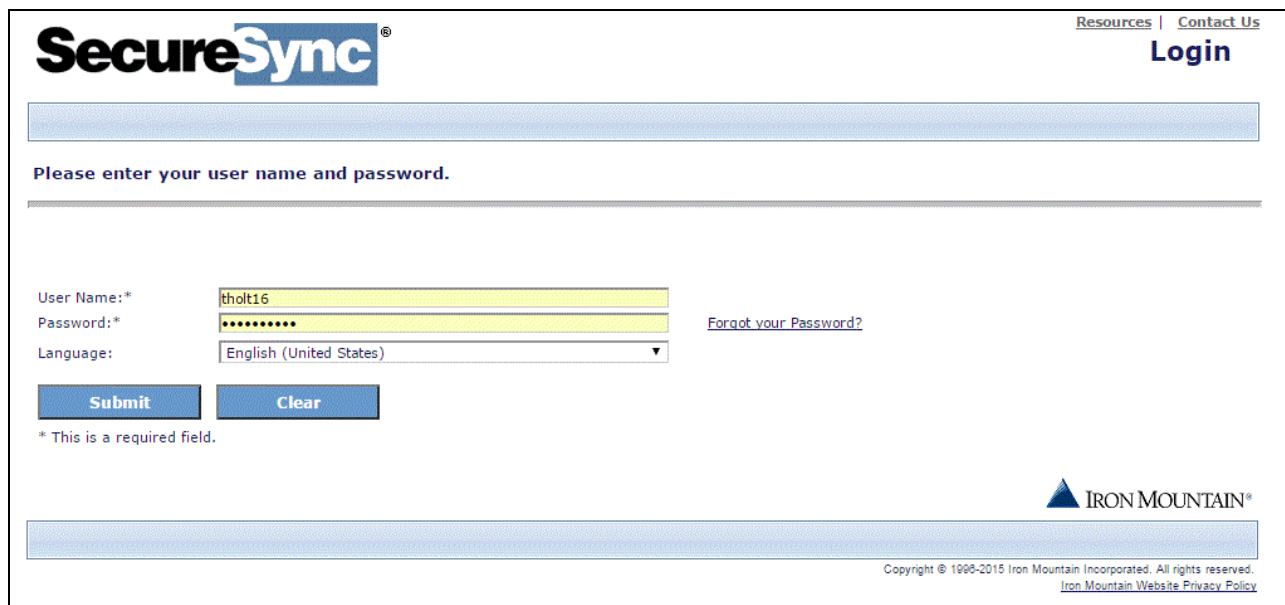
- Your user name and temporary password are located in two emails you received from Iron Mountain Support from email address [SecureSync\\_CustomerSupport@ironmountain.com](mailto:SecureSync_CustomerSupport@ironmountain.com).
- If you don't have this information, contact Customer Care or click the **Contact Us** link on the Log in page to view Support information for your region.

## Log In

1. On the **Login** page, enter your **User Name** and **Password**.

<b>Note:</b>	<b>You received two separate user credential emails from Iron Mountain: one contained your user name and the other your password. Using standard keyboard techniques, you can type or copy and paste your user name and password to log in.</b>
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2. Select the **Language** you wish to use when accessing SecureSync, for example, English (United States), from the drop-down provided.
3. Click **Submit**.



The screenshot shows the SecureSync login interface. At the top left is the 'SecureSync' logo. At the top right are links for 'Resources' and 'Contact Us', and a 'Login' button. Below the logo is a large blue rectangular placeholder. The main heading reads 'Please enter your user name and password.' followed by another blue placeholder. The login form includes three input fields: 'User Name:\*' with the value 'tholt16', 'Password:\*' with masked characters, and 'Language:' with a dropdown menu set to 'English (United States)'. To the right of the password field is a link 'Forgot your Password?'. Below the fields are 'Submit' and 'Clear' buttons. A footnote states '\* This is a required field.' The footer contains the Iron Mountain logo, a copyright notice for 1998-2015, and a link to the 'Iron Mountain Website Privacy Policy'.

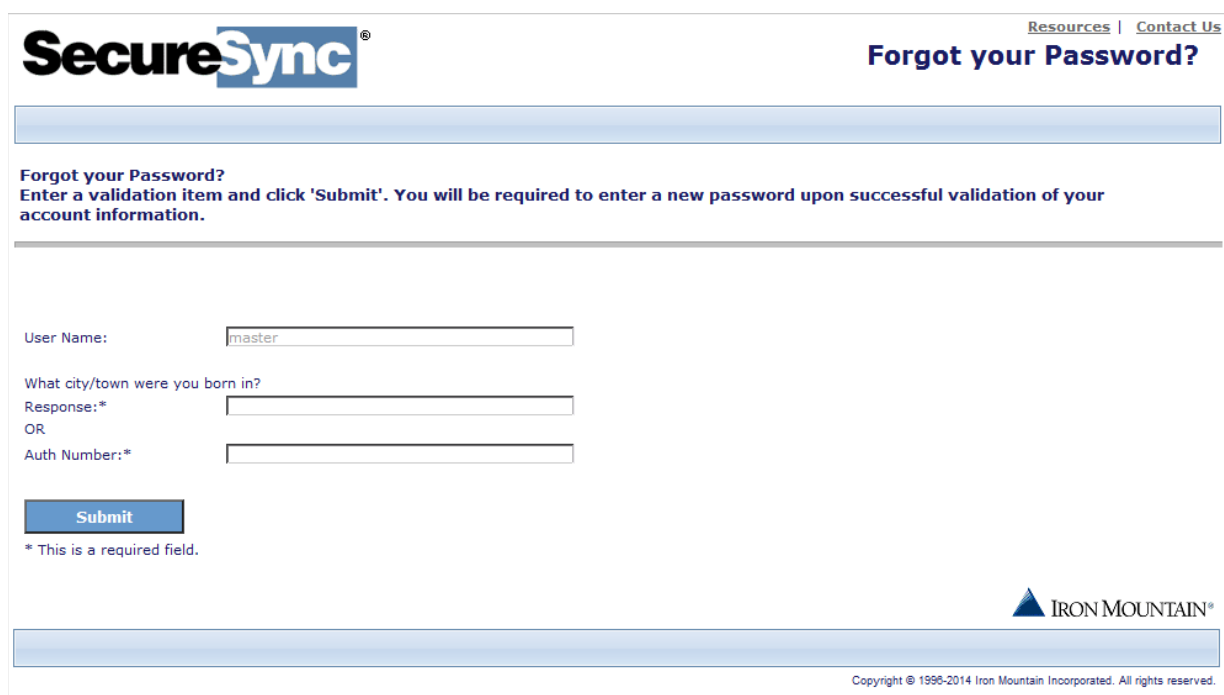
*Image 1: Login*

4. The first time you log in, the application asks you to reset your temporary password. For security and privacy reasons, you should choose the password that is only recognizable to you. Enter and confirm a new password using the fields provided. Click **Submit**.
5. Once logged in, the **Home** page displays. From here you can navigate to any SecureSync feature using the navigation menus and hyperlinks available.

## Forgot Your Password

From time to time, you may not remember your log in password. To have your password reset, use the following procedure. If you are a first time user, contact Customer Support for assistance. Use the **Support Center** link to find the email and phone number of Customer Support in your region.

1. On the **Login** page, enter your user name and click **Forgot Your Password**. The **Forgot Your Password** page displays.
  - a. If you didn't enter your user name before clicking **Forgot Your Password**, enter your user name in the field provided to continue. Click **Submit**.
2. Enter the correct response to your **Challenge Question** or enter your **Auth(ORIZATION) Number**.



**SecureSync®** [Resources](#) | [Contact Us](#)

### Forgot your Password?

Enter a validation item and click 'Submit'. You will be required to enter a new password upon successful validation of your account information.

User Name:


What city/town were you born in?  
Response: \*

OR

Auth Number: \*

**Submit**

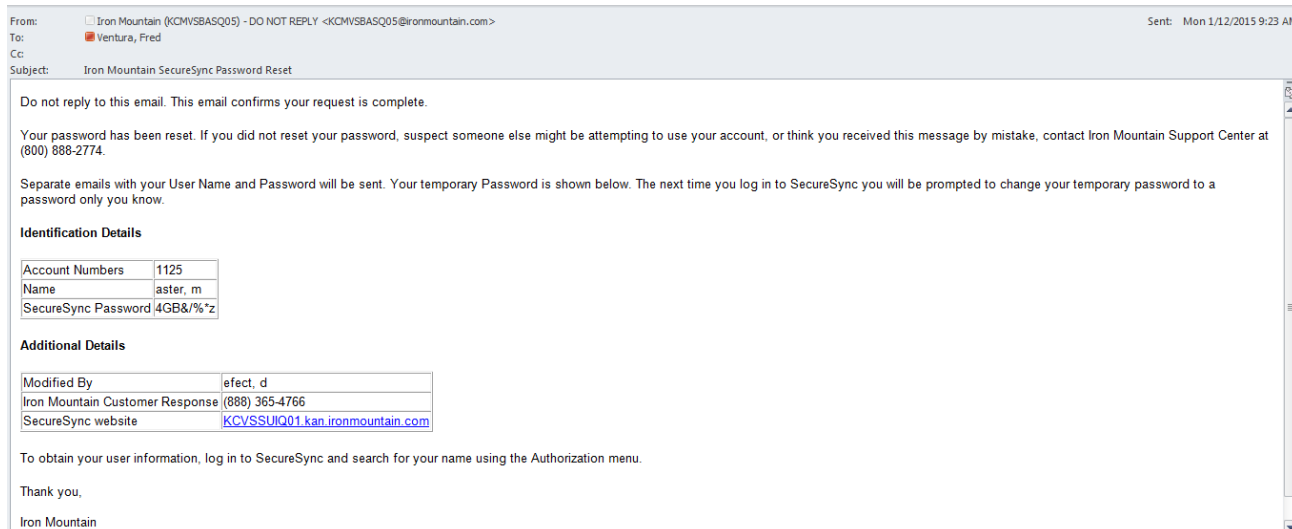
\* This is a required field.

 IRON MOUNTAIN®

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Image 2: Forgot Your Password Page

3. Click **Submit**.
  - a. If you answered correctly, SecureSync returns you to the **Login** page and resets your password with a temporary password.
  - b. If you answered incorrectly, you can try again or contact Customer Support. Click the **Support Center** link on the **Forgot Your Password** page to find email and phone information for Customer Support in your region.
4. You are sent a temporary password in an email sent to the email address associated with your user account. You are also sent an email containing your user name.
  - a. If you don't have an email address linked to your user account, a message displays instructing you to contact Customer Support.



*Image 3: Sample Email with Temporary Password*

5. Once you receive your temporary password, return to the **Login** page. Enter your user name and the temporary password.
6. Click **Submit**. You are asked to reset your password to a password only you know.
7. Enter and confirm a new password. Click **Submit**.
8. You can use SecureSync as desired.

## Security Notice

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