

# Reset Password, PIN, Security Questions & Answers

Help sheet for the Industrial Online Reporting System

## How to Reset your Password, PIN, and Security Questions & Answers

Open the MCES Industrial Online Reporting System (IORS) Public Login page:

<https://www.govonlinesaas.com/MN/SPL/Public/>

### Reset Password

1. On the Public Login page, click on **Forgot your login user name or password?**
2. Enter the email address for your account in the system and click on **Next**.
3. Correctly answer the security question and click on **Submit**.

You will receive a temporary password by email. Log into the system within 24 hours with the temporary password to reset your new password. The new password must be 8-15 characters in length and have at least one of each: uppercase letter, lowercase letter and number.

If you do not remember your security question answers, contact the IORS support team at 651-602-4789 or [MCESIndustrialOnlineReporting@metc.state.mn.us](mailto:MCESIndustrialOnlineReporting@metc.state.mn.us)

### Reset Signing PIN

1. On the Public Login page, log into IORS using your account user name and password.
2. Click on the **My Account** tab.
3. Click on **Password** in the grey sidebar.
4. Click on the **My PIN Information** tab.
5. Click on **Request New PIN**.
6. Log out of IORS.

You will receive a temporary PIN by email. Log into the system within 24 hours with the temporary PIN to reset your new signing PIN. Signing PINs must be four digits, numbers only.

### Reset Security Questions & Answers

1. On the Public Login page, log into IORS using your account user name and password.
2. Click on the **My Account** tab.
3. Click on **Security Questions** in the grey sidebar.
4. Select and answer all five questions.
5. Click on **Save**.

Answers are case-sensitive and must be unique. You do not need to enter a reason for changing your security question answers.

