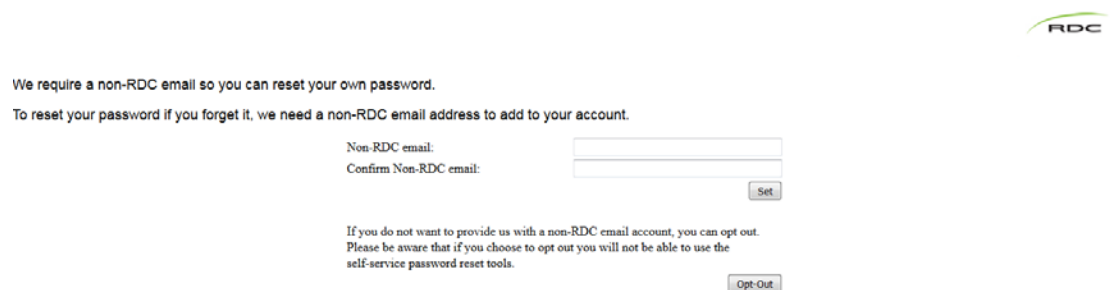


Setting up your non-RDC email account.

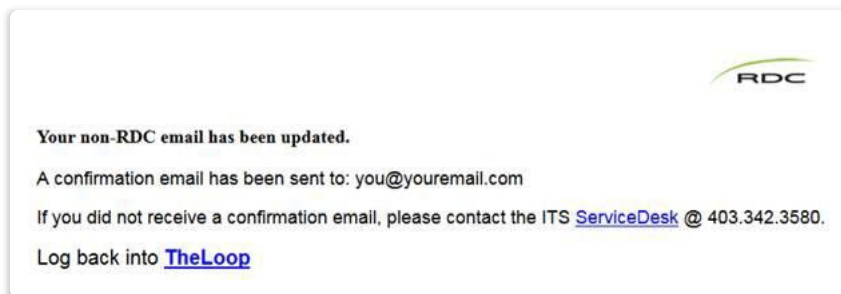
Log in to **TheLoop**.

You will be prompted to add a non-RDC email address to your account. Enter the **non-RDC email address** you'd like to use and click **SET**



The screenshot shows a web form for adding a non-RDC email address. At the top right is the RDC logo. The text reads: "We require a non-RDC email so you can reset your own password. To reset your password if you forget it, we need a non-RDC email address to add to your account." Below this are two input fields: "Non-RDC email:" and "Confirm Non-RDC email:". A "Set" button is positioned to the right of the second field. Below the fields, there is a warning: "If you do not want to provide us with a non-RDC email account, you can opt out. Please be aware that if you choose to opt out you will not be able to use the self-service password reset tools." An "Opt-Out" button is located at the bottom right of the form.

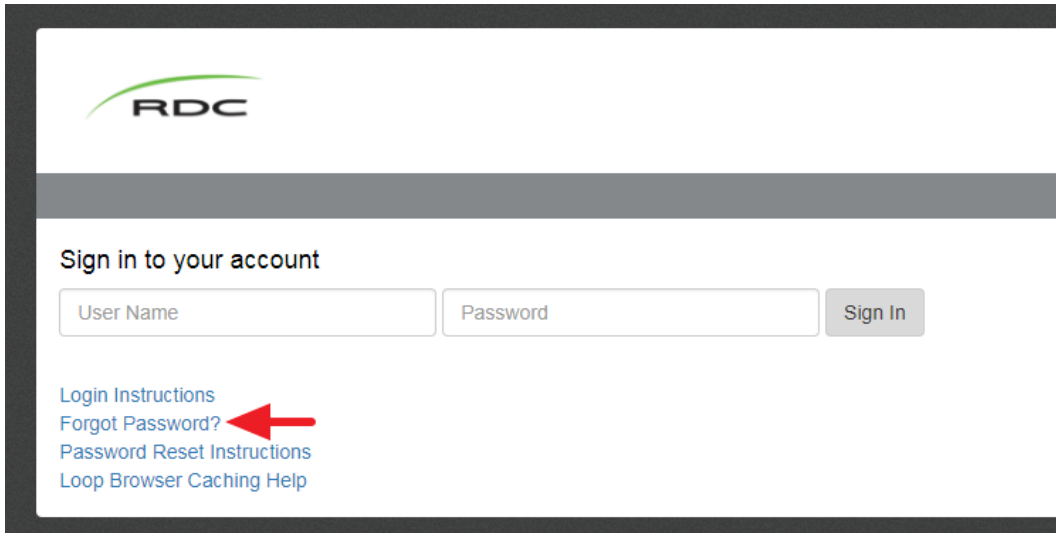
You will see the following confirmation. Check your non-RDC email account to ensure your information has been updated.



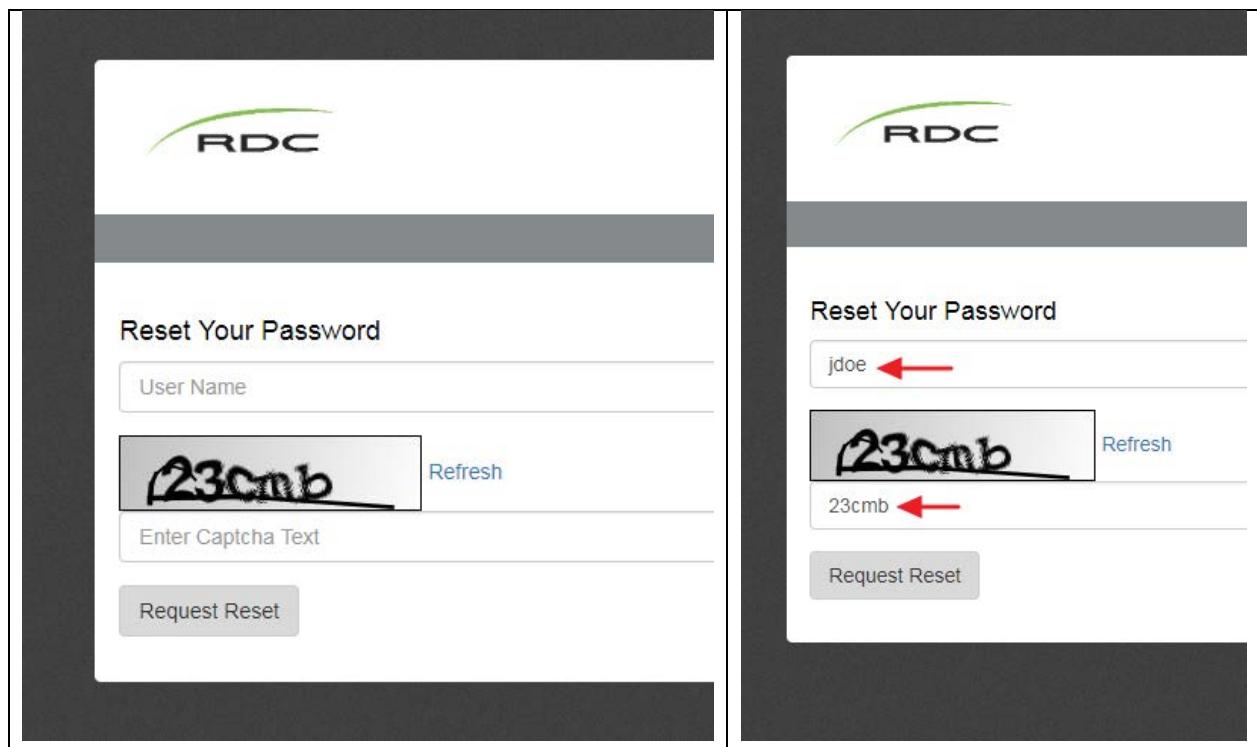
The screenshot shows a confirmation message box with the RDC logo in the top right corner. The text inside the box reads: "Your non-RDC email has been updated. A confirmation email has been sent to: you@youremail.com. If you did not receive a confirmation email, please contact the ITS [ServiceDesk](#) @ 403.342.3580. Log back into [TheLoop](#)".

Using the Password Reset Tools.

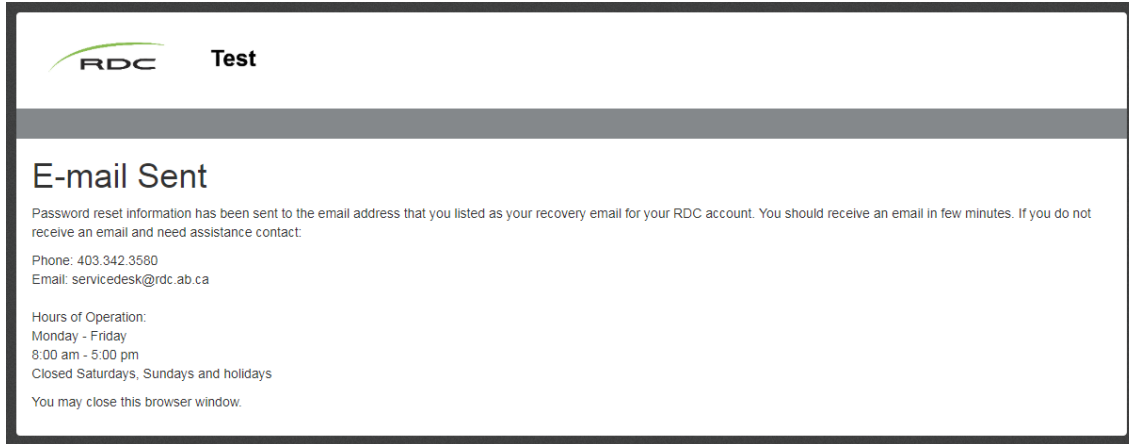
To access the password reset tools, click **Forgot Password?** Link on TheLoop login page.



Enter the **username** you normally use to log in to TheLoop in the 'User Name' field and enter the 'Captcha' code in the 'Enter Captcha Text' field and click **Request Reset**.



The next screen will notify you that a **Password Reset Link** will be emailed to your non-RDC email account.



The system will email a **Password Change Link** to your non-RDC email account. Check the account to follow the link provided in the email that was sent.

Hi John

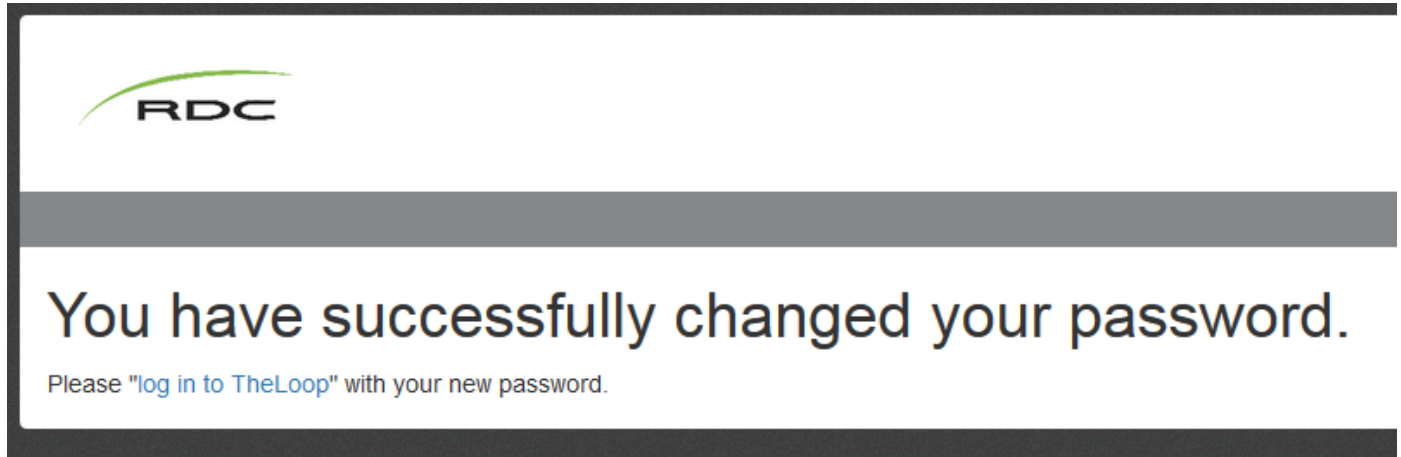
We received a request to change the password on the spuser4 account associated with this e-mail address. If you made this request, please click the link below to securely change your password:

<https://eistest.rdc.ab.ca:9443/password/reset/confirmation?confirmation=f49fa99d-83c1-446e-804b-4d27b18e7e05&userstoredomain=PRIMARY&username=spuser4&tenantdomain=carbon.super>

If clicking the link doesn't seem to work, you can copy and paste the link into your browser's address window.

You will now be presented with the Password Reset page. Follow the Password Requirements to create a new password, provide the 'Captcha Test' and click **Change Password**.

If the password reset was successful you will then get the following page.

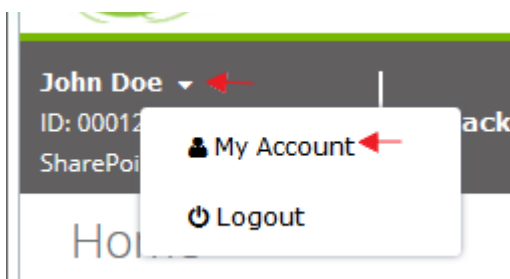


You may now click the link “log in to TheLoop” to login with your new password.

Opt In or change your non-RDC email

Use the following instructions to opt-in or change a non-RDC email address:

Log in to TheLoop and select the dropdown by your name and click ‘**My Account**’.



Scroll to the **Self Service Password Reset** section and click the **Self Service Password Reset Email** link:

Self Service Password Reset

If you'd like the ability to reset your own password if you forget it, you will need to provide us with a non-RDC email address. Please click below to provide us with that email.

Please click here if you want to change your [Self-Service Password Email](#).

You will then be able to add or make changes to your non-RDC email account.

Please direct all feedback, questions or concerns to the [IT Service Desk](#).