

Mainframe Password Reset Instructions

To reset your mainframe password, you must first login to CaseDetail.com. The login credentials to use CaseDetail.com are NOT the same as your Mainframe credentials.

Once you login at CaseDetail.com, you will see the following screen and you will start either a New Civil Session or a New Criminal Session. Select whichever Session you would like to start.

The screenshot shows the CaseDetail.com website interface. At the top, there is a navigation bar with links for Company, My Services, My Account, and Logout. Below this is a dark red horizontal bar with links for Home, Services, Pricing, and Contact. The main content area is titled "My Services" and includes a greeting: "Hello casedetail.com@gmail.com - From here you will have quick access to each of the services associated with your account." Below the greeting, there is a link to "Manage your Account". The services are organized into four columns:

- case search** (criminal records): New Search by Name, New Search by Case, NC Employer Report
- case driver** (motor vehicle records): Get Driving Report
- client gateway**: Signup Today!, Case Code Tutorial
- case green screen**: New Civil Session, New Criminal Session, Session History, Support, AOC Odyssey Civil & Criminal

Two red arrows point to the "New Civil Session" and "New Criminal Session" buttons in the "case green screen" column.

Next the following page will appear and on this page you will use the link to reset your mainframe password.

Case Green Screen [Reset Mainframe Password](#)  Use this link to reset your password. 1 Page Accessed

Please disconnect when finished. Your session will time out after 5 minutes of inactivity.

```

                                Signon for CICS                                Applid:  AOCVPRD
                                CIVIL CASE PROCESSING SYSTEM

Type your Userid and Password, then press ENTER:

    Userid . . . .  
    Password . . .  

    New Password . . .  

***** Message Area *****
*   Please enter your Userid                                     *
*                                                                 *
*                                                                 *
*                                                                 *
*                                                                 *
*                                                                 *
*                                                                 *
*****
F3=Exit  F4=Clear Input Fields
```

[Refresh](#) [Print](#) [Disconnect](#)

The password reset process takes about 20 seconds. Once it is complete, a box will appear and it will display what your password has been reset to. Next, you will enter your Userid and your Reset Password in the Password field. DO NOT enter your reset password in the New Password field. Please see the following screen.

Case Green Screen

[Reset Mainframe Password](#)

1 Page Accessed

Please disconnect when finished. Your session will time out after 5 minutes of inactivity.

Signon for CICS Applid: CICSPUB

CRIMINAL / INFRACTION SYSTEM

Type your Userid and Password, then press ENTER:

Userid	<input type="text"/>	Enter your Userid here
Password	<input type="password"/>	Enter your reset password here
New Password	<input type="password"/>	DO NOT enter a password here at this time

***** Message Area *****

* Please enter your Userid *
* *
* *
* *
* *
* *
* *

F3=Exit F4=Clear Input Fields

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After you enter your Userid and Reset Password in the correct fields and then press ENTER the following screen will appear.

Case Green Screen

[Reset Mainframe Password](#)

2 Pages Accessed

Please disconnect when finished. Your session will time out after 5 minutes of inactivity.

```

                                Signon for CICS                                Applid:  AOCCVPRD
                                CIVIL CASE PROCESSING SYSTEM

Type your Userid and Password, then press ENTER:

  Userid . . . .  XYZUSER|
  Password . . .  .....
  New Password . . .

***** Message Area *****
*   Your Password has expired, please enter a new Password   *
*   Passwords must be eight characters and must contain letters *
*   and numbers. The previous 10 passwords may not be reused. *
*   *   *   *   *   *   *   *   *   *   *   *   *   *   *   *
*   *   *   *   *   *   *   *   *   *   *   *   *   *   *   *
*   *   *   *   *   *   *   *   *   *   *   *   *   *   *   *
*****
F3=Exit  F4=Clear Input Fields

```

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Now you are being prompted to enter a NEW PASSWORD which must be entered in the New Password Field. It will not matter if there is a password shown in the password field. All you need to do is TAB to the New Password field and enter your New Password.

The following message will appear once you enter your NEW PASSWORD.

Case Green Screen

[Reset Mainframe Password](#)

3 Pages Accessed

Please disconnect when finished. Your session will time out after 5 minutes of inactivity.

Signon for CICS Applid: AOCCVPRD

CIVIL CASE PROCESSING SYSTEM

Type your Userid and Password, then press ENTER:

Userid

Password . . . ← It does not matter if this is blank or not

New Password . . . ← Enter your New Password here a 2nd time

***** Message Area *****

* Please re-enter your new Password for verification *

* *

* *

* *

* *

* *

F3=Exit F4=Clear Input Fields

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Next, you will TAB to the New Password field and enter your NEW PASSWORD again and then press ENTER.

After you have entered your NEW PASSWORD a 2nd time and pressed ENTER the following message appears. At this point, you press ENTER and continue with access to the system.

Case Green Screen

[Reset Mainframe Password](#)

5 Pages Accessed

Please disconnect when finished. Your session will time out after 5 minutes of inactivity.

```

                                Signon for CICS                                Applid:  AOCVPRD
                                CIVIL CASE PROCESSING SYSTEM

Type your Userid and Password,  then press ENTER:

    Userid . . . .
    Password . . .
    New Password . . .

                                The following message appears after you have entered your
                                NEW PASSWORD a 2nd time and pressed ENTER.
                                ↓
***** Message Area *****
*
*   Your CICS SignOn is complete
*   Press enter to continue
*
*
*
*
*****
F3=Exit  F4=Clear Input Fields
```

Refresh

Print

Disconnect

INVALID PASSWORD MESSAGE

If your password entry did not match both times or you are trying to use a password you have used in the past, you will get an INVALID PASSWORD message.

You will need to repeat the process only from page 4. You will NOT need to use the 'Reset Password' feature again. All you need to do is TAB to the Password field and enter your Reset Password again (NOT your NEW PASSWORD) and press enter.

The process from page 4 will continue until you have correctly entered a NEW PASSWORD twice and they both match and you are NOT entering 1 of your 10 previous passwords.