SAM Account Recovery

User Guide

Secure Access Manager (SAM)

Date: November 2026 Version: 1.0

Applies to: SAM 7.0 and later

REVISION HISTORY

Date	Version	Author	Description of Changes
November 2026	1.0	S. Torretti	Initial release of the end-user edition. Covers recovery e-mail setup and management in My Profile, the account recovery and password reset workflow, the notification e-mails users receive, troubleshooting, and frequently asked questions.

ABOUT THIS GUIDE

This guide explains how to set up a recovery e-mail address on your Secure Access Manager (SAM) account, and how to use it to reset your password when you can no longer sign in.

Who this guide is for

This guide is for SAM users managing their own account. Everything described here is done from your own My Profile page or from the SAM sign-in page. No administrative role is needed for anything in this guide.

What this guide covers

SAM 7.0 introduces the recovery e-mail address: a verified, secondary e-mail address you can use to reset your password when you no longer have access to your sign-in e-mail. Account recovery is now e-mail only — the method-selection screen is replaced by a single e-mail entry field, and neither phone one-time passcodes nor security questions are offered as password-recovery methods. This guide covers:

- The two recovery e-mail slots on your account, and what each state means.
- Adding an address, verifying it, resending the link, cancelling, changing and removing.
- Recovering your account from the Forgot Password screen and setting a new password.
- The e-mails SAM sends when an address is verified and when one is removed.
- What to do when something does not work, and the questions users ask most often.

The following are outside the scope of this guide:

- Administrator management of recovery e-mail addresses on behalf of a user. See the SAM Account Recovery Guide.
- Multi-factor credentials used to sign in, including passkeys and one-time passcodes. See the SAM Passkey (FIDO2) User Guide and the SAM User Guide.
- Security questions, which remain in SAM for risk-based authentication step-up only and are managed from My Profile.
- Changing your SAM sign-in e-mail address.

Screens in this guide show SAM 7.0. Minor cosmetic differences from your own screens are possible.

Conventions used in this guide

Convention	Meaning
Bold text	The exact label of a button, link, or field on the screen.
Recovery e-mail address	A verified secondary address held on your account and used only to recover it.
Sign-in e-mail address	The address you use to sign in to SAM.

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Convention	Meaning
Magic link	A single-use link, sent by e-mail, that completes a verification or a password reset.
Slot	One of the two positions on your account that can hold a recovery e-mail address.

KEY CONCEPTS

Two recovery e-mail slots

Your SAM account supports a maximum of two recovery e-mail addresses, held in two independent slots: Recovery E-mail 1 and Recovery E-mail 2.

The slots are not sequential. Slot 2 is available for entry immediately and does not require slot 1 to be verified, or even to be set. Each slot has its own verification lifecycle and its own removal.

> **Note:** Fill both slots. One verified address is enough to recover your account, but a second means that losing access to one mailbox does not leave you without a way back in.

Verification states

Each slot is in exactly one of three states:

State	Meaning	Usable for account recovery
Not set	No address is held in the slot.	No
Pending verification	An address has been submitted but the magic link has not yet been clicked.	No
Verified	The magic link has been clicked and the address is active.	Yes

> **Important:** A recovery e-mail address is not usable for account recovery until it has been verified. Submitting an address is not sufficient — you must click the magic link sent to that address.

Magic links

Verification and password recovery are both completed through magic links sent by e-mail. Magic links behave consistently in every flow:

- A magic link is valid for 24 hours from the time it is issued.
- A magic link is single use. The first click completes the action and invalidates the link; any subsequent click displays an expired or already-used message.
- Requesting a new link invalidates any link previously issued for that slot.
- If a verification link expires before it is clicked, the slot remains in Pending verification. The address does not need to be re-entered — use **Resend Link**.

Why an address must be unique

A recovery e-mail address may be held only once across SAM. You cannot use an address that is:

- your own SAM sign-in e-mail address;

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- the address already held in your other recovery e-mail slot; or
- registered — pending or verified — as a recovery e-mail on any other SAM account.

The same rule applies in reverse: an address held as a recovery e-mail on any account cannot be used to create a new SAM account. An address is released for reuse as soon as it is removed from the account holding it, or when that account is deactivated.

> **Note:** Organization domain restrictions apply to your sign-in e-mail address only. A recovery e-mail address may use any domain, including a personal one.

Why some messages are deliberately vague

SAM does not disclose whether an e-mail address is registered to an account. Two behaviours follow from this, and both are intentional:

- An address already registered as a recovery e-mail on another SAM account is refused with exactly the same message as a malformed address: "Enter a valid e-mail address." Messages about your own account — your sign-in address, or your other slot — remain specific, because they disclose nothing you do not already know.
- The Forgot Password screen returns the same confirmation whether or not the address you entered matches a SAM account.

> **Note:** A correctly formed address can therefore be refused with "Enter a valid e-mail address." See Troubleshooting.

Buttons you will see

Recovery e-mail actions use the same labels throughout SAM, so that a support agent assisting you by telephone is describing the words you are looking at.

Action	Label
Submit a new or changed recovery address	Send Verification Link
Resend a pending verification link	Resend Link
Replace a pending address without clearing the slot	Use a different address
Abandon a pending address	Cancel
Replace a verified address	Change
Delete an address	Remove
Verify an address from the verification e-mail	Verify My E-mail
Request a password reset link	Send Reset Link
Leave the Forgot Password screen	Back to sign in
Submit a new password	Next

> **Important: Change** and **Remove** take effect immediately, with no confirmation step — check you are working on the right slot before you click. No action on the Recovery E-mail tab requires you to re-enter your password.

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SETTING UP A RECOVERY E-MAIL

The Recovery E-mail tab in My Profile is where you set up and maintain your recovery e-mail addresses. The tab is headed Add a recovery e-mail while both slots are empty, and Recovery e-mail once an address has been entered.

An information panel at the top of the tab is displayed at all times, confirming that recovery addresses are used for account recovery only and naming your current sign-in address. Recovery E-mail 2 is labelled optional.

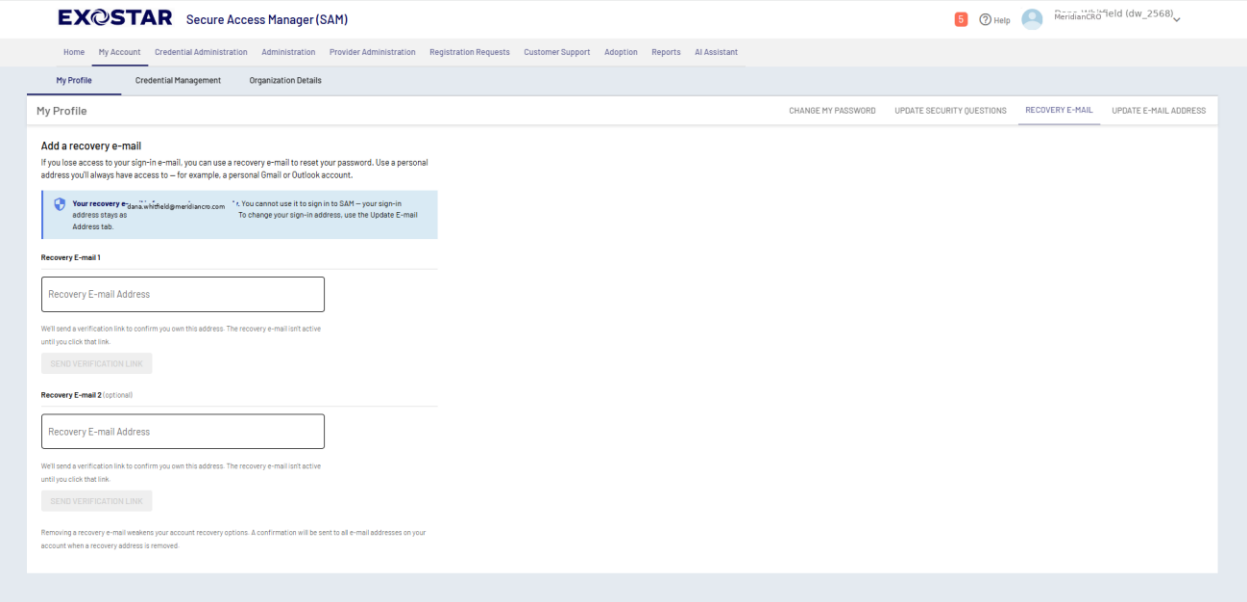


Figure 1: My Profile — Recovery E-mail tab, both slots empty (State A)

What each slot displays

The tab presents both slots at all times. What each slot displays depends on its state.

State	Slot 1	Slot 2	What is displayed
A	Not set	Not set	Both slots display an entry field and a Send Verification Link button. Both are available immediately.
B	Pending	Not set	Slot 1 displays the pending address as read-only with Resend Link, Cancel, and Use a different address. Slot 2 still displays an entry field.
C	Verified	Not set	Slot 1 displays the verified address with Change and Remove. Slot 2 still displays an entry field.
D	Verified	Verified	Both slots display Change and Remove. No further entry field is shown, and a message states that the maximum of two addresses has been reached.

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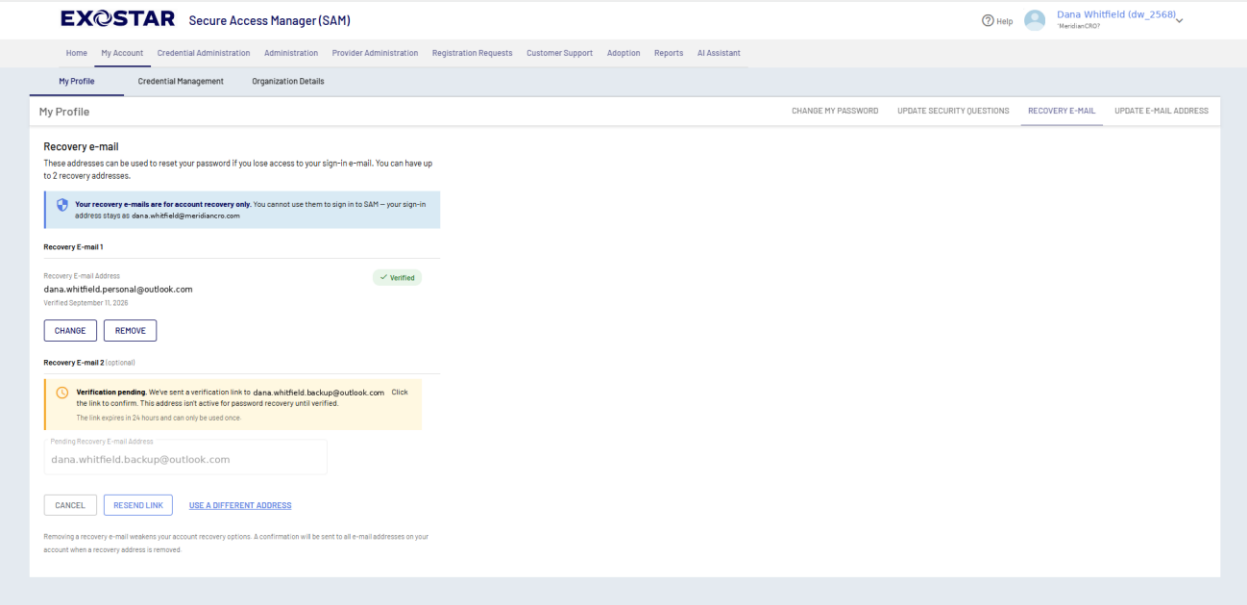


Figure 2: My Profile — Recovery E-mail 1 verified, Recovery E-mail 2 pending

Adding a recovery e-mail address

1. Open My Profile and select the Recovery E-mail tab.
2. Enter the address in an empty slot. There is a single entry field — no confirm-address field is required.
3. Click **Send Verification Link**.
4. SAM checks the format and the uniqueness of the address. If the address is accepted, a verification e-mail is sent and the slot moves to Pending verification.
5. Open the verification e-mail and click **Verify My E-mail** within 24 hours. The slot moves to Verified and the address becomes usable for account recovery.

Clicking the link opens a confirmation page stating that the address has been added to your SAM account as a verified recovery e-mail. You can close the page once it is displayed.

You can fill slot 2 at any time, whether or not slot 1 holds an address. If the address cannot be accepted, an inline error is displayed below the field and the field is outlined in red; see Troubleshooting.

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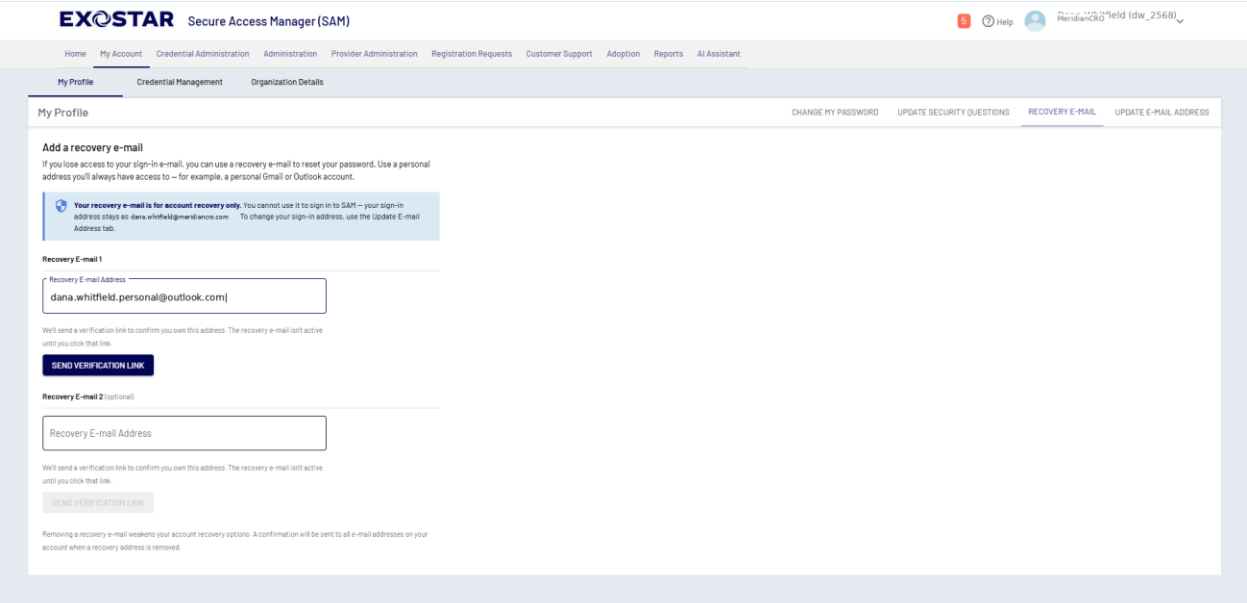


Figure 3: My Profile — Entering an address in Recovery E-mail 1

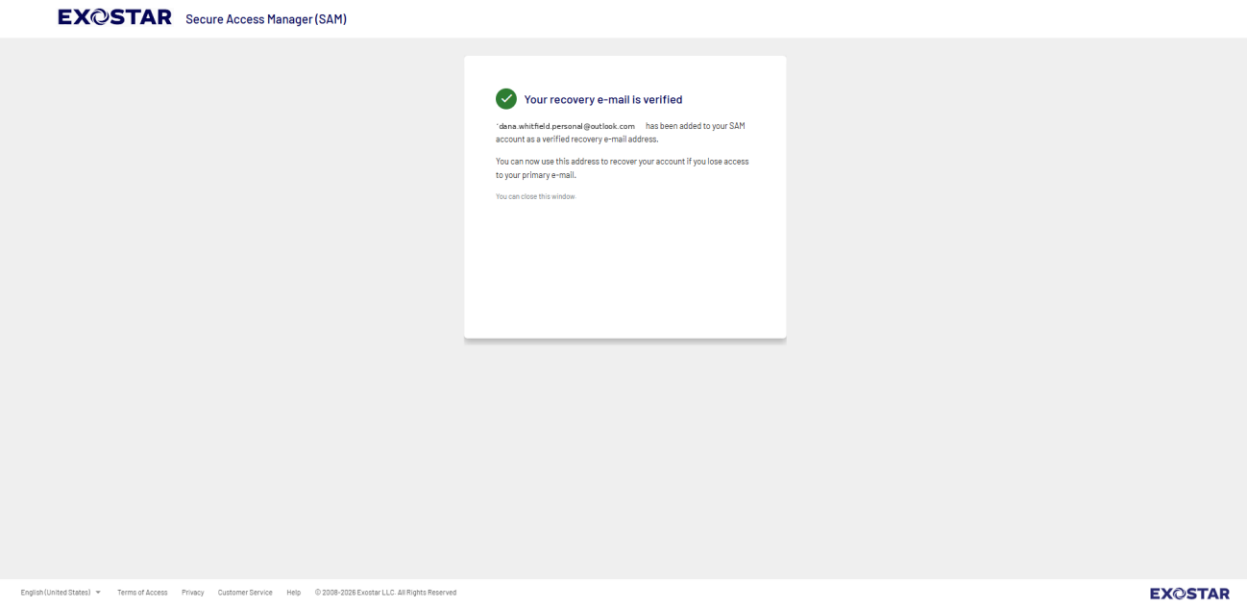


Figure 4: Confirmation displayed after the verification link is clicked

Resending a verification link

A slot in Pending verification displays a Verification pending panel naming the address, confirming that the address is not active for password recovery until it is verified, and stating that the link expires in 24 hours and can only be used once.

Click **Resend Link** to issue a new verification e-mail to the pending address. The previously issued link is invalidated. The slot remains in Pending verification and the address continues to display as read-only — you do not need to re-enter it. The new link is valid for 24 hours.

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Note: A pending slot stays pending even after its link expires. You are not returned to an empty entry state and you do not lose the address you entered.

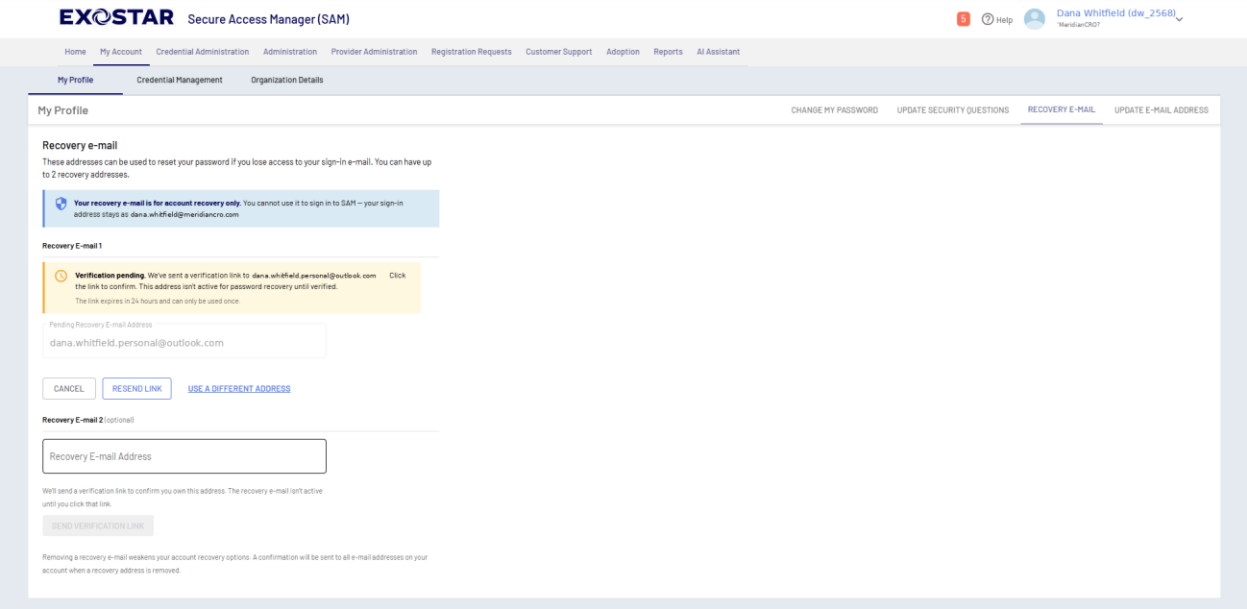


Figure 5: My Profile — Pending verification (State B)

Cancelling a pending address

To abandon an address before it is verified, click **Cancel** on the pending slot. The pending address is cleared, the slot returns to the empty entry state, and the outstanding magic link is invalidated. Clicking an invalidated link displays the "verification link is no longer valid" screen and does not activate the address.

To replace a pending address without returning to an empty slot, use **Use a different address** instead.

Note: No notification e-mail is sent when a pending address is cancelled.

Changing a verified address

Change is available on any slot in Verified state.

1. Click **Change** on the slot you want to update. The slot returns immediately to the entry state shown in Figure 3, with the field cleared and ready for the new address.
2. Enter the new address and click **Send Verification Link**.
3. A verification e-mail is sent to the new address and the slot moves to Pending verification.
4. Click the magic link in the new address's inbox. The new address becomes active and replaces the previous one.

Important: The existing verified address remains active and usable for account recovery until the new address is verified. You are never left without a recovery option part-way through a change.

Removing an address

Remove is available on any slot that holds an address, whether verified or pending. Removal takes effect immediately: there is no confirmation step, so check you have the right slot before clicking.

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1. Click **Remove** on the slot holding the address you want to delete.
2. The address is removed at once and the slot returns to the entry state shown in Figure 3.

If the other slot holds a verified address, that slot is unaffected and continues to display its verified state. A notification e-mail confirming the removal is sent to your sign-in address and to any remaining verified recovery addresses on the account. Removing a pending address also invalidates its outstanding verification link.

> **Note:** A standing message at the foot of the Recovery E-mail tab warns that removing a recovery e-mail weakens your account recovery options and that a confirmation is sent to all e-mail addresses on your account when an address is removed.

RECOVERING YOUR ACCOUNT

Account recovery is reached from the Forgot Password? link on the SAM sign-in page.

The Forgot Password screen

The recovery method-selection screen is replaced by a single entry field. The screen is headed Forgot Password and introduced with: "Enter the e-mail address for your SAM account or a verified recovery e-mail address. If it's associated with an account, we'll send a password reset link."

The field is labelled Email Address or User ID. Enter your SAM sign-in e-mail address, a verified recovery e-mail address, or your SAM User ID, then click **Send Reset Link**. A **Back to sign in** link returns you to the sign-in page.

The reset link is sent to the address you entered — it is not broadcast to every address on the account. Submitting an empty field returns the inline message "E-mail address is required". Beyond that, the screen checks the format of the address only: no message is ever displayed indicating whether the address exists in SAM.

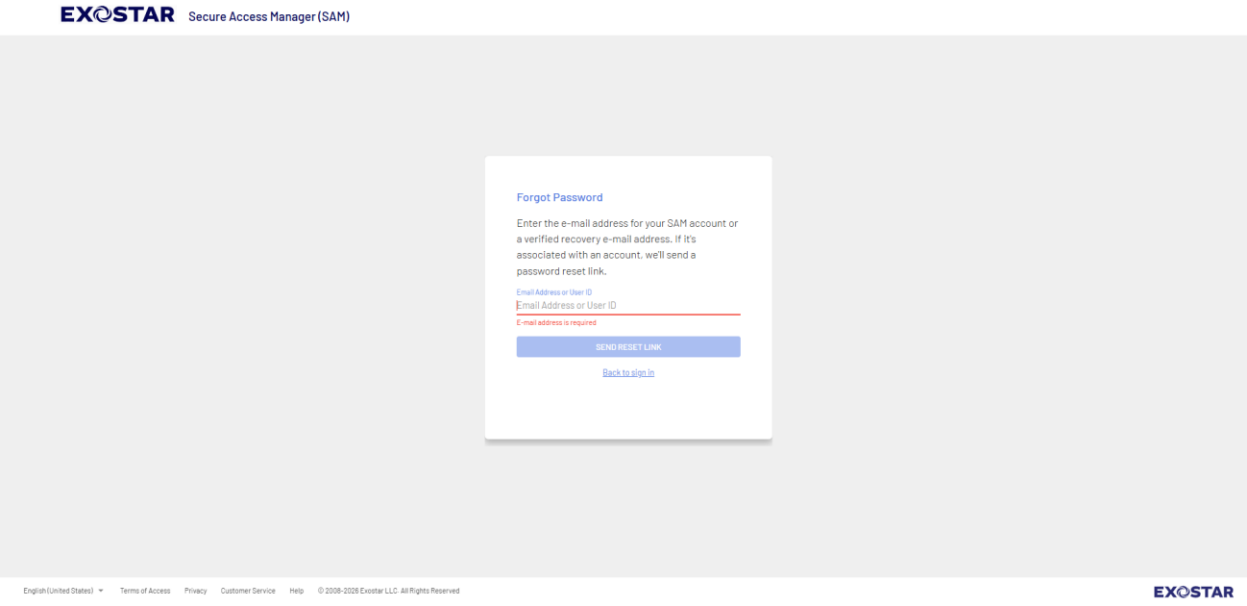


Figure 6: Forgot Password screen

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Note: Answer security questions and Enter verification code from phone are no longer offered as password-recovery methods. Security questions remain in SAM for risk-based authentication step-up only and are managed from My Profile; there is no path into them from the Forgot Password screen.

The confirmation screen

After submission, SAM displays a Check your email screen. The wording is conditional by design — "If <address> is associated with a SAM account, we've sent a password reset link to that address" — and the screen is identical whether or not the address matches an account. This prevents the recovery flow being used to determine whether a SAM account exists for a given address.

The screen repeats the address you submitted, states that the link expires in 24 hours and can only be used once, and offers a Don't have access to that email? panel with two onward paths: **Try a different email address**, which returns you to the Forgot Password screen, and **Customer Service**, for identity-verified account recovery.

A reset e-mail is sent only when the submitted address matches an active sign-in e-mail or a verified recovery e-mail address. Unrecognised addresses and pending, unverified recovery addresses receive nothing, and the screen looks identical in every case.

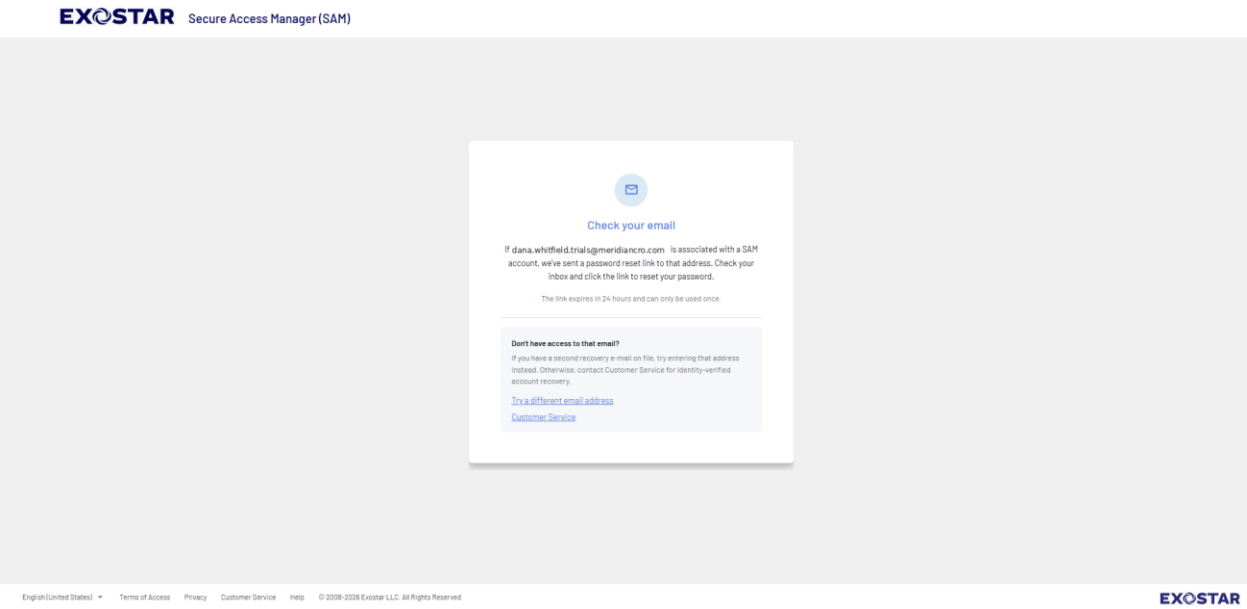


Figure 7: Check your email confirmation screen

Setting a new password

1. Open the reset e-mail. The subject line reads Action Required: Exostar Instructions to Complete Password Reset.
2. Click the reset link in the message body within 24 hours, or copy and paste it into your browser. The message also displays your User ID, your organization name and ID, and the date the link expires.
3. The link authenticates you and routes you to the Create password screen.
4. Enter and confirm your new password, then click **Next**.

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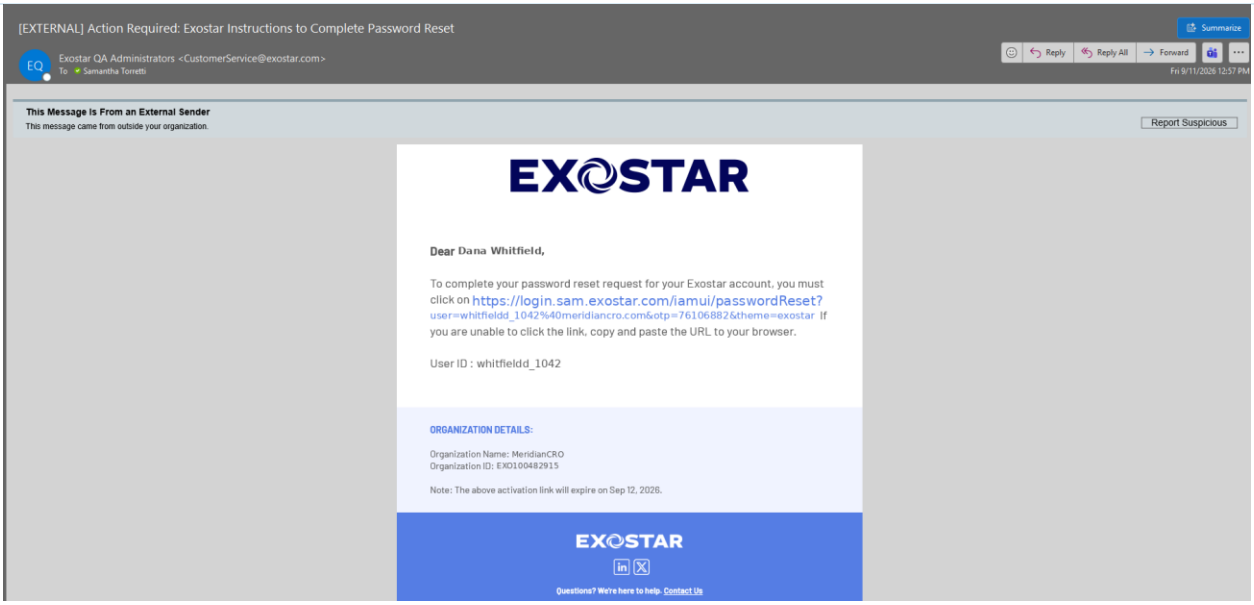


Figure 8: Password reset message

The Create password screen displays a strength meter and a live checklist. Each requirement is confirmed as it is met, and **Next** remains disabled until all are satisfied. A Need help? link is available on the screen.

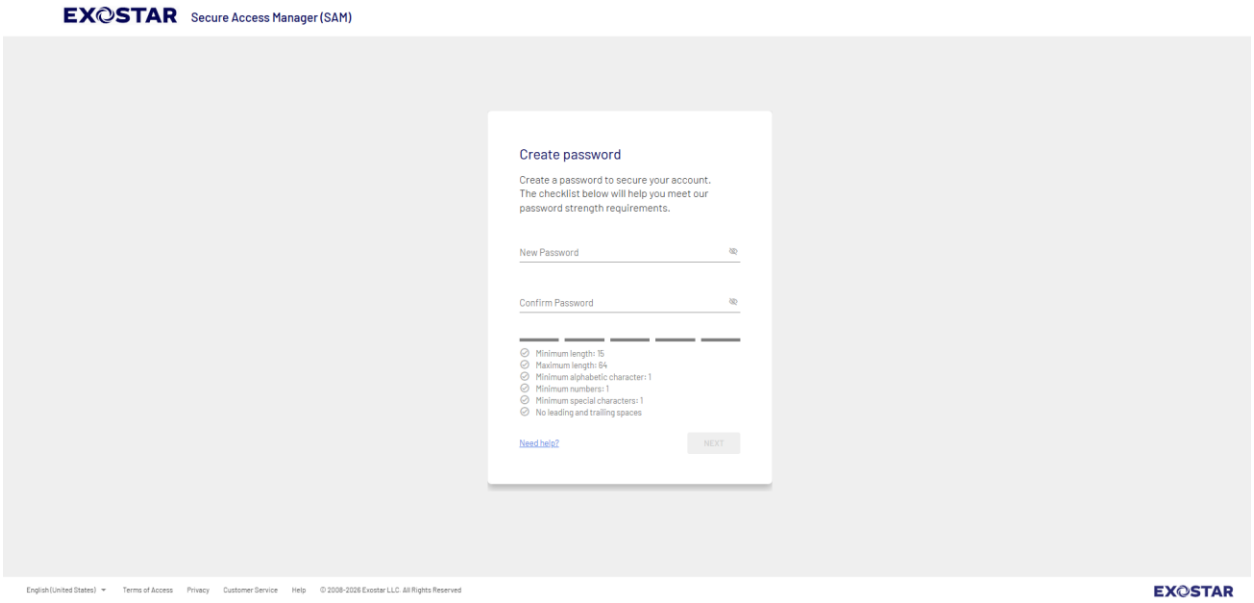


Figure 9: Create password screen

Requirement	Value
Minimum length	15 characters
Maximum length	64 characters
Minimum alphabetic characters	1
Minimum numbers	1
Minimum special characters	1
Leading and trailing spaces	Not permitted

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If the link has expired or has already been used, an error message is displayed with an option to request a new link.

If you have no recovery options

If you hold no verified recovery e-mail address and have lost access to your sign-in e-mail, you cannot reset your password yourself. Contact Exostar Customer Service, who will verify your identity and recover the account. No phone-based recovery alternative is offered.

An administrator in your organization can also add a recovery e-mail address to your account on your behalf. You then verify it from your inbox in the usual way — an administrator cannot verify an address for you.

E-MAILS YOU WILL RECEIVE

SAM sends two e-mails relating to recovery addresses.

Recovery e-mail verification

Attribute	Detail
Subject	Verify your Exostar SAM recovery e-mail address
Sent from	Exostar Customer Service
Sent to	The recovery e-mail address being verified
Sent when	You submit an address from My Profile or click Resend Link. An administrator adding an address on your behalf also triggers it.
Contains	Your display name, the submitted recovery e-mail address, the expiry date, a fallback plain-text link, and a "Didn't add a recovery e-mail?" security note
Button	Verify My E-mail
When you click it	The slot moves to Verified and the link is invalidated

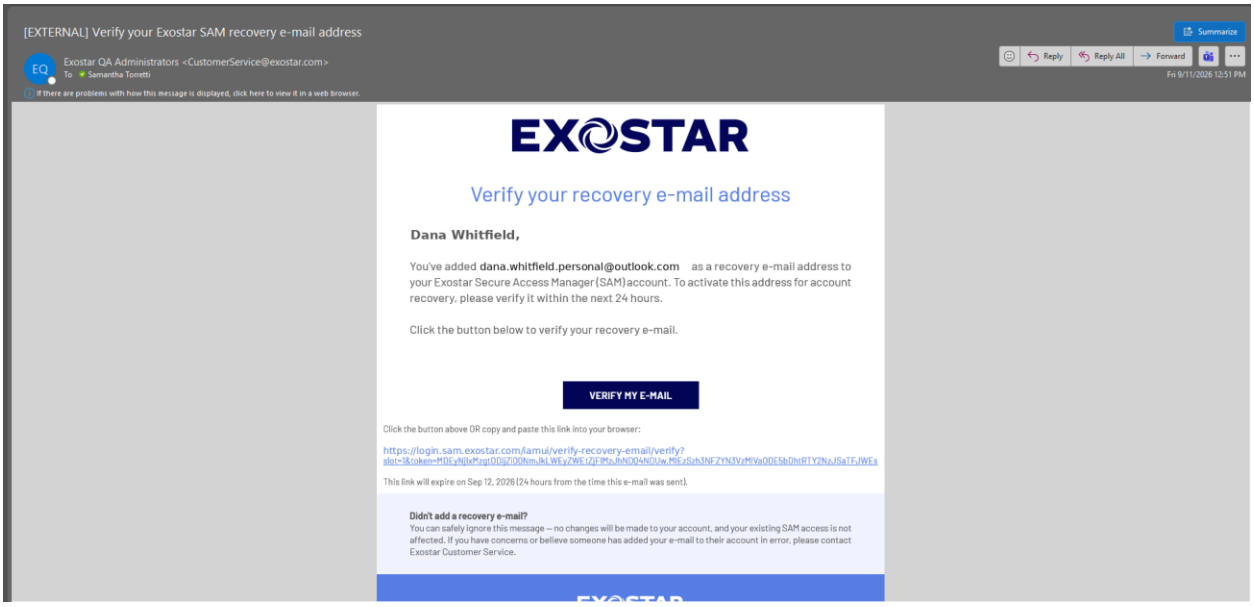


Figure 10: Recovery e-mail verification message

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Recovery e-mail removed — security alert

Attribute	Detail
Subject	SAM Security Alert — Recovery Email Removed
Sent to	Your sign-in address and any remaining verified recovery addresses. Pending addresses are excluded.
Sent when	A recovery e-mail address is successfully removed from either slot
Contains	The address that was removed and a timestamp in UTC
Button	None — this is a security alert with no action to take
If it was not you	Contact Customer Support immediately

Note: No notification is sent when a pending address is cancelled before verification.

TROUBLESHOOTING

Issue	What is happening	What to do
The verification e-mail has not arrived.	The message may have been filtered, or the address may be mistyped.	Check your spam folder, then click Resend Link on the pending slot. If it still does not arrive, click Use a different address and check the spelling carefully.
The verification link no longer works.	A link is valid for 24 hours and can be used once. Resending, cancelling or removing an address also invalidates the link already issued.	Click Resend Link on the pending slot. The address does not need to be re-entered.
A correctly formed address is refused with "Enter a valid e-mail address."	The address is already registered as a recovery e-mail on another SAM account. SAM uses identical wording for both conditions so that it does not disclose which addresses exist.	Use a different address, or remove the address from the account that holds it and try again.
"This address is already used as your SAM sign-in e-mail."	Your sign-in address cannot also be a recovery address.	Enter a different address. A personal address is acceptable — domain restrictions apply to your sign-in address only.
Neither slot shows an entry field.	Both slots hold an address, and two is the maximum.	Remove an address you no longer need, then add the new one.
No password reset e-mail arrives after the Forgot Password screen.	A reset e-mail is sent only to an active sign-in address or a verified recovery address. Unrecognised and pending addresses receive nothing, and the confirmation screen looks the same in every case.	Use Try a different email address and submit another address you hold. If none works, contact Exostar Customer Service.
The password reset link has expired or has already been used.	Reset links are valid for 24 hours and can be used once.	Return to the Forgot Password screen and request a new link.

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Issue	What is happening	What to do
You have lost access to every e-mail address on the account.	There is no self-service route left.	Contact Exostar Customer Service for identity-verified account recovery, or ask your administrator to add a recovery e-mail address to your account.

A magic link that has expired, has already been used, or has been invalidated opens the screen below. It offers a path back to sign-in, where a new link can be requested from the Recovery E-mail tab, and a link to Customer Service.

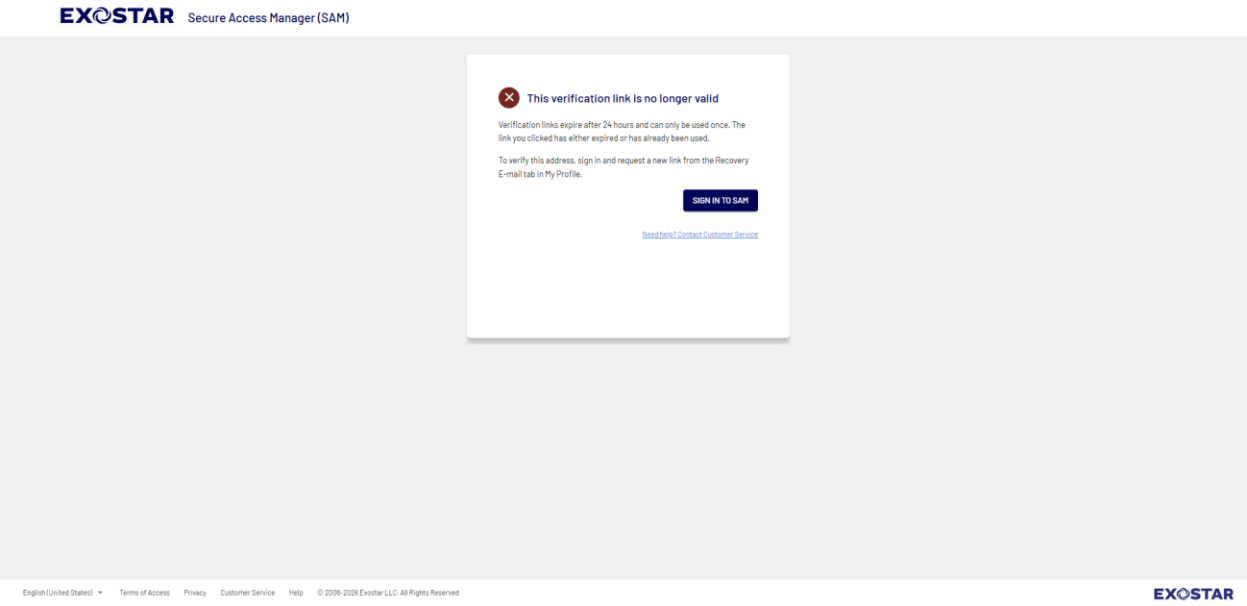


Figure 11: Expired or already-used verification link

FREQUENTLY ASKED QUESTIONS

The questions below are the ones users most often ask about recovery e-mail addresses in SAM.

Can I use a personal e-mail address?

Yes. Organization domain restrictions apply to your sign-in e-mail address only, so a recovery address may use any domain, including a personal one, provided it is not already held elsewhere in SAM. Choose an address you will still be able to reach if you lose access to your work mailbox — that is the situation the recovery address exists for.

Can I sign in to SAM with my recovery e-mail address?

No. A recovery e-mail address is used only to recover your account. It cannot be used to sign in to SAM and it is not used for federation.

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Do I need to set up both slots?

Two is the maximum and one verified address is enough to recover your account, but fill both. If the only recovery address you hold turns out to be one you can no longer reach, your remaining route back in is Exostar Customer Service.

Why was my address refused when it looks correct?

Most often because the address is already registered as a recovery e-mail on another SAM account — perhaps an older account of your own. SAM deliberately uses the same message for that as for a malformed address, "Enter a valid e-mail address", so that the screen cannot be used to discover which addresses are registered. Remove the address from the account that holds it, or use a different address.

Does changing my recovery address leave me unprotected?

No. The address currently in the slot stays verified and usable for account recovery until the new address is verified. You are never without a recovery option part-way through a change.

Do I have to enter my password to add or remove an address?

No. No action on the Recovery E-mail tab asks you to re-enter your password, and **Change** and **Remove** take effect immediately with no confirmation step — so check the slot before you click. Whenever an address is removed, SAM sends a confirmation to your sign-in address and to any remaining verified recovery addresses, so an unexpected removal is visible to you.

How long do I have to click a link?

Twenty-four hours, for both verification links and password reset links. Every link can be used once. If a link expires, request a new one — **Resend Link** on the pending slot for a verification link, or the Forgot Password screen for a reset link — and the earlier link stops working.

What happened to security questions and phone one-time passcodes?

Neither is offered as a way to recover your password in SAM 7.0. Security questions remain in SAM for risk-based authentication step-up and are still managed from My Profile. Phone one-time passcodes remain available as a multi-factor credential for signing in; only their use as an account recovery method has been withdrawn.

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