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## What's New in ESP

2020-08-19 - Jennifer M - What's New in ESP

### ESP Login Updates

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- [Improved Password Recovery](#)

### CRM Updates

- [Ability to Flag an Address for Billing](#)
- 

#### Simplified Login Process

The [ESP](#) login process has been simplified. Previously, users needed to enter their ASI number, username, and password. Now, users can enter either their username or email address associated with their account followed by their password.

# Log in

**Username or email**

**Password**



[Forgot your password?](#)

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## **Improved Password Recovery**

If you have forgotten or need to reset your password for ESP, click on the "Forgot your Password?" link.



# Log in

**Username or email**

**Password**

[Forgot your password?](#)



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Enter the email address associated with your account and then click on the "Send Reset Link" button.



## Forgot your password?

Email

[Send Reset Link](#)

[Go back to Log in](#)

After receiving the password reset email and clicking on the link within, you will be directed to the password reset page. On this page, you will be able to enter a new password for ESP. As you type, the password requirements will automatically validate the information. Passwords must be between 8 to 25 characters long and contain a combination of letters and numbers. The supported special characters are listed and you will be alerted if an unsupported character is entered. Retype the new password in the second box. If the passwords match, you will be able to click on the Submit button.

## Create a new password


Type in a new password for your account. Note that you can't reuse your old password once you change it.

### New password

- 8-64 characters
- Contains both alpha and numeric characters
- Supported special characters: ~`!@#\$\$%^&\*()\_+=[\]{}|.,<>/?

### Retype new password

Submit

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### Ability to Flag an Address for Billing

In CRM, you are now able to designate a specific address for billing. In the Address Book for the Customer, when editing an existing address; or entering a new one, use the checkbox at the bottom to flag the address as the main billing address.

### Add Address ✕

**Name \***

**Address \***


**Address 2**

**City**  **State/Province**  **Postal Code ?**

**County**

**Country**

**Phone**

Make this my primary address  
 Make this my billing address 

After making this selection, the address will be displayed with the "Billing" flag in the customer's record.



# ABC Company

Customer

Record Owner: Jan Ripley Created By: Jan Ripley

About

Address Book

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## Address Book

+ Add Address

**Jan Ripley** Primary

Edit Delete

3000 Street Rd  
Bensalem, PA 19020  
United States

**Accounting** Billing

Edit Delete

4800 Street Rd  
Feasterville-Trevoise, PA 19053  
United States  
8005461350

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