

For a forgotten password, a user can reset their password by following the instructions below.

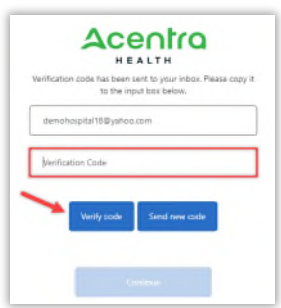
**1 Click Forgot Password**  
From the login page, click **Forgot Password**



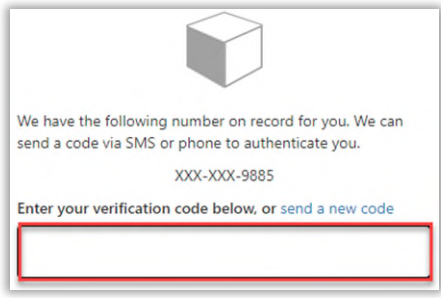
**2 Enter Email Address**  
Enter the email address associated with the account and click **Send Verification Code**.



**3 Email Verification**  
Enter verification code sent to email, click **Verify code**, then click **Continue**.



**4 Phone Verification**  
Select Send Code or Call Me for the phone verification. Enter code received via SMS or press # to complete call verification. Create new password and click **Continue**.



**Account Locked.** After several unsuccessful login attempts, your account will lock. To unlock, you will need to contact Customer Support for assistance.