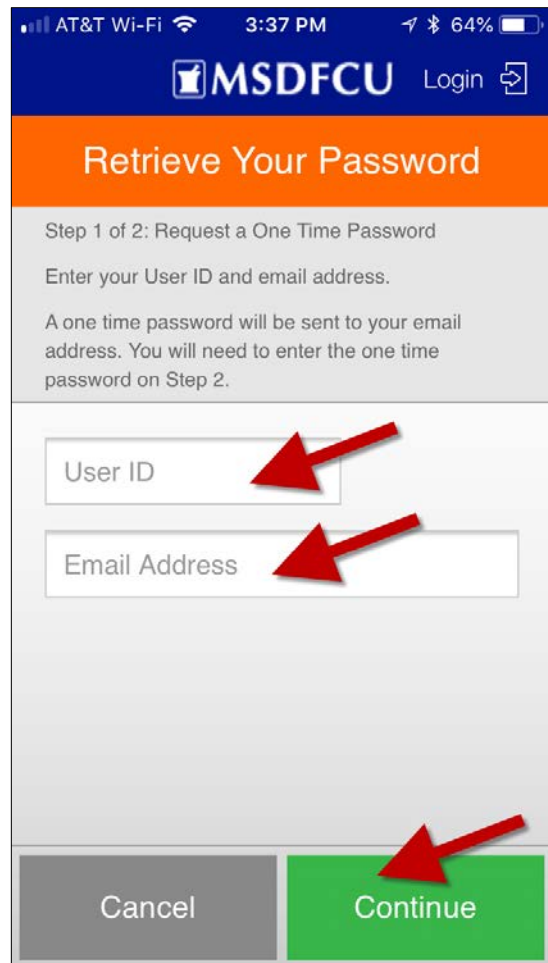
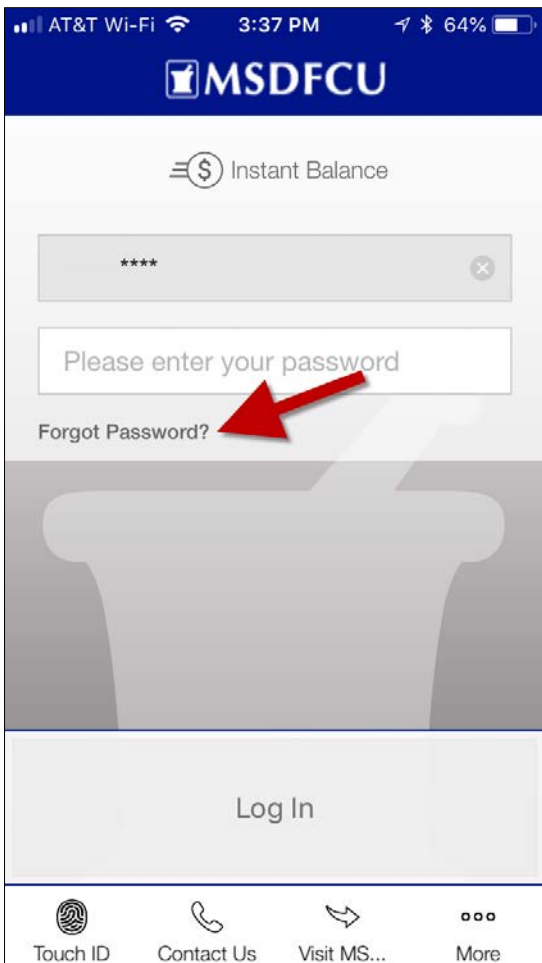


How To: Mobile

- Reset forgotten password
- Reset expired password
- Change password

Reset forgotten password

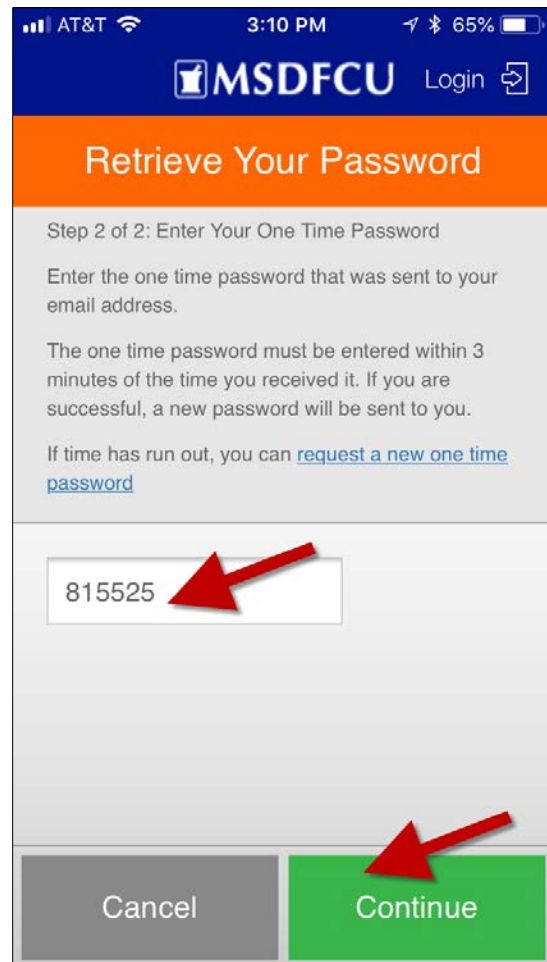
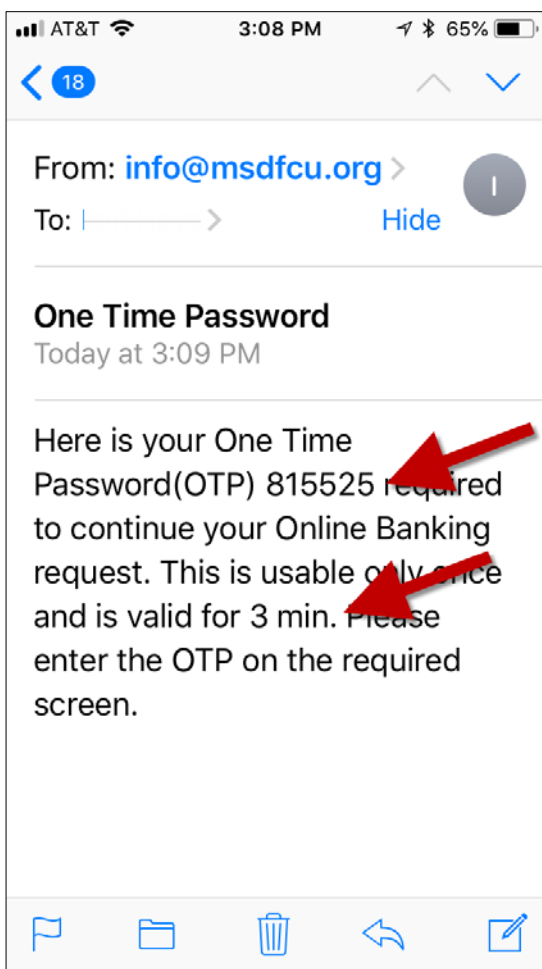
1. Click the **Forgot Password?** link.
2. On the Forgot Password – Retrieve Step 1 page:
 - a. Type your **USER ID** in the field and the email address you registered with the app in the **EMAIL ADDRESS** field.
 - b. Click the **Continue** button. An email containing a one-time password is sent to your email address.



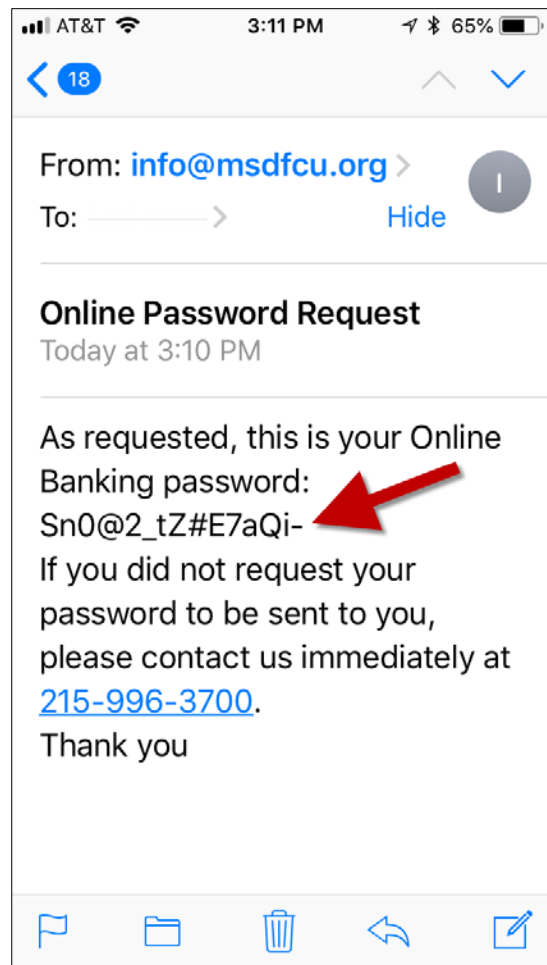
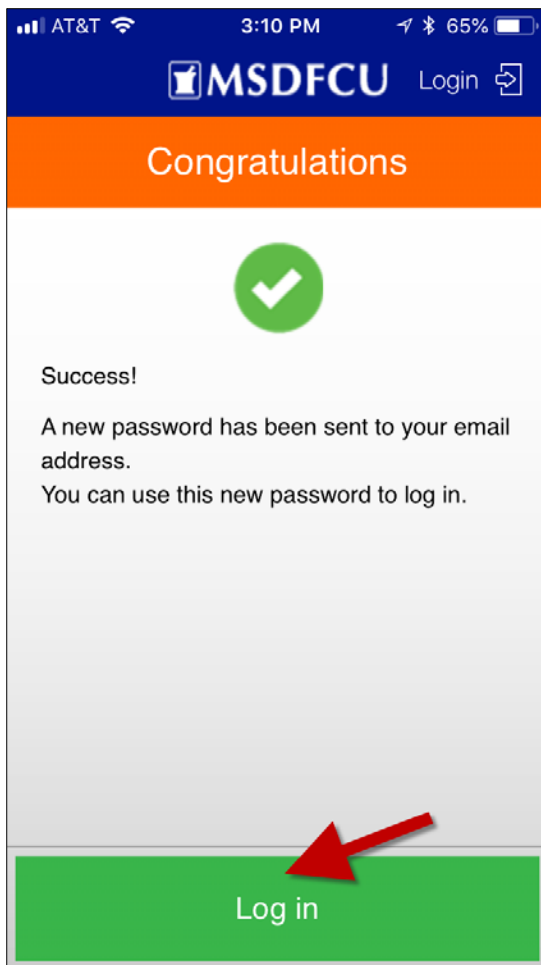
3. On the Forgot Your Password – Retrieve Step 2 page:
 - a. Enter the **one-time password** you received via email.

Note: The one-time password must be entered within the time interval specified in the email. If the time period elapses prior to using the password, click the request a new one time password link to receive a different one-time password via email.

- b. Click the **Continue** button to complete this process.

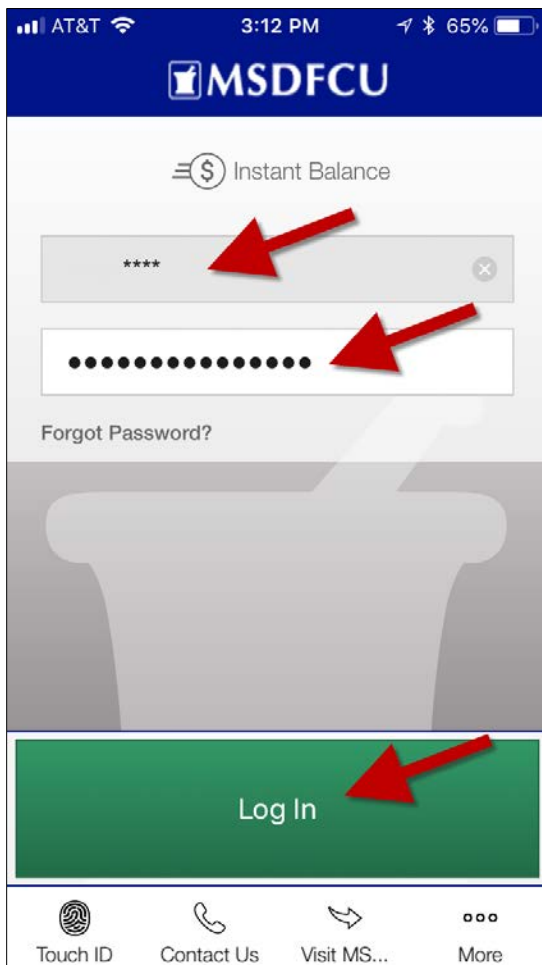


4. If the one-time password is entered correctly, the **Password Retrieve Success!** page displays. **Click** the **Log In** button link.
 - a. A second email is sent to the email address you registered with a temporary-generated password.

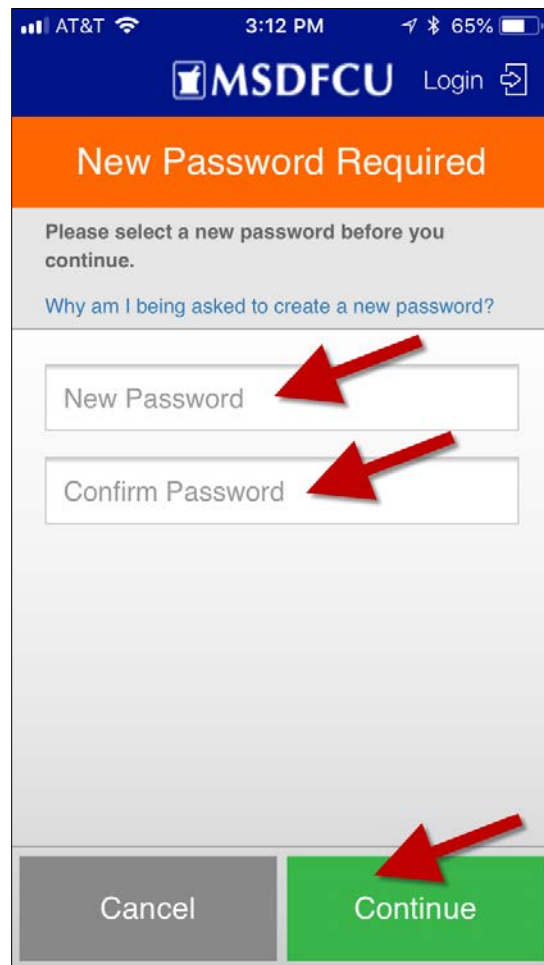


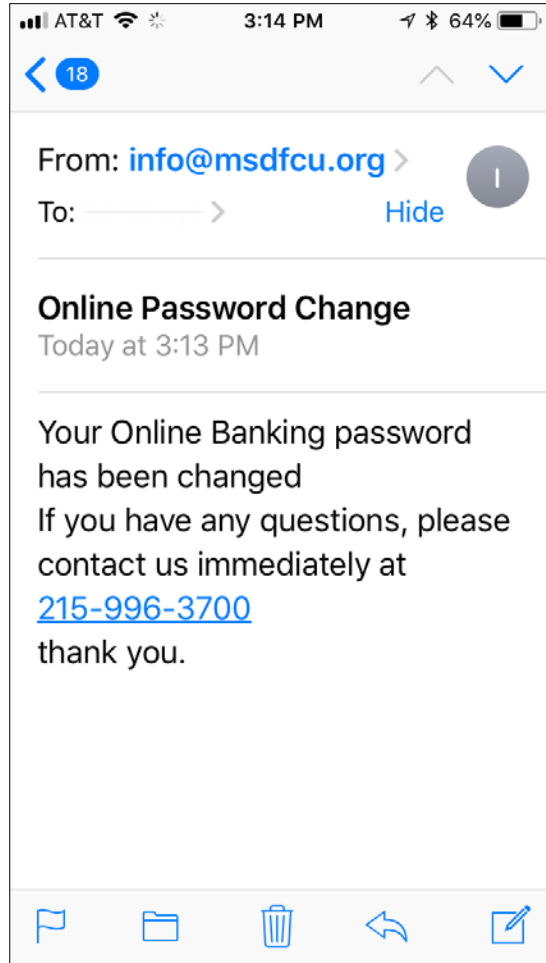
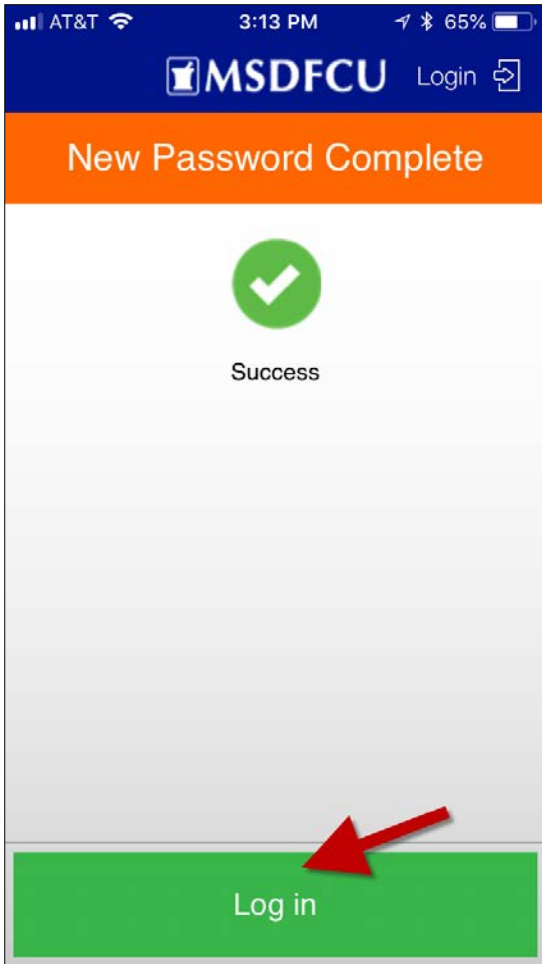
5. On the Sign On page:
 - a. **Type** your **USER ID** in the sign on id field.
 - b. **Type** the temporary-generated password you received in the second email.
 - c. **Click Log In.**

6. On the New Password Required page:
 - a. **Type** your new password in the **New Password** field.
 - b. **Retype** the new password in the **Confirm Password** field.
 - c. **Click** the **Continue** button
 - d. The New Password Complete confirmation page displays. **Click** the **Log In** button.
 - e. email is sent to the email address you registered with confirming the change



f.





Reset expired password

When the app detects your password is expired, the New Password Required page displays:

1. **Type** your new password in the ***New Password*** field.
2. **Retype** the new password in the ***Confirm Password*** field.
3. **Click** the ***Continue*** button
4. The New Password Complete confirmation page displays. **Click** the ***Continue*** button.

Change password

You can change your password on a mobile device.

1. **Click** on the ***more*** icon.
2. **Click** on the ***Change Password*** tile. **Click** the ***OK*** button

On the Change Password page:

- a. **Type** your current password in the ***Current Password*** field.
- b. **Type** your new password in the ***New Password*** field.
- c. **Retype** the new password in the ***Confirm New Password*** field.
- d. **Click** the ***Continue*** button
2. The Change Password Complete confirmation page displays. **Click *Continue***.