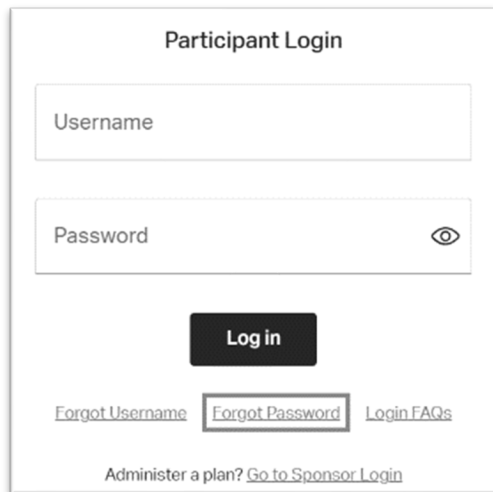


Reset Your Password

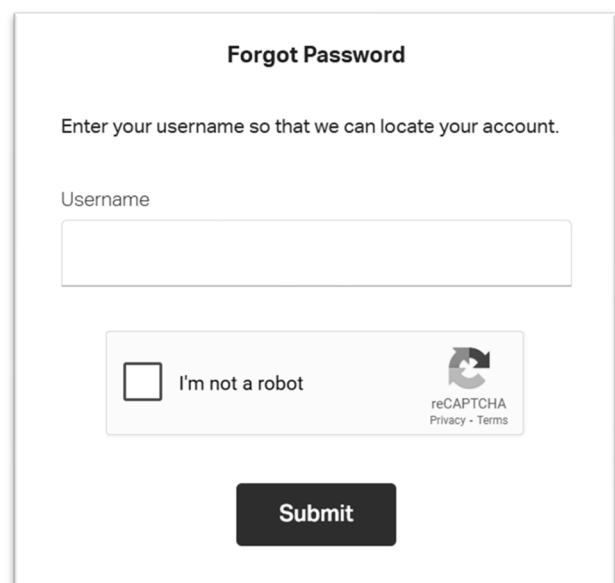
FORGOT PASSWORD?

From the Login Screen:

- Select *Forgot Password*
- Enter Username
- Click “I’m not a robot”
- Follow the reCAPTCHA instructions
- Click *Submit*



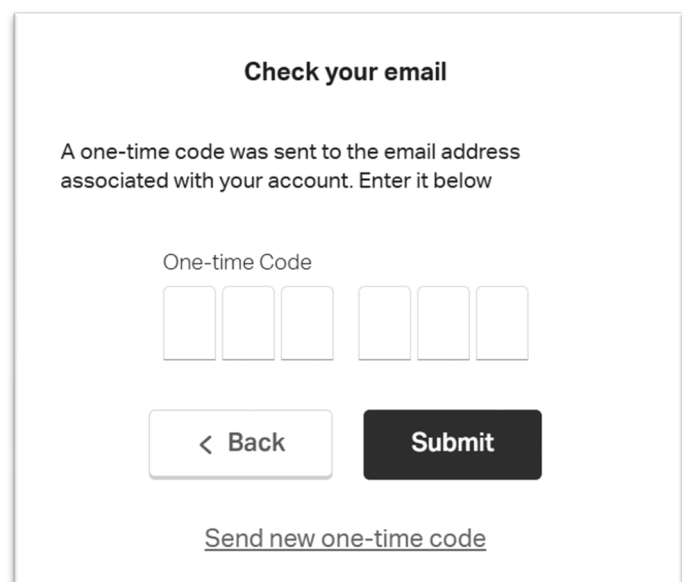
The image shows a 'Participant Login' form. It has two input fields: 'Username' and 'Password'. The 'Password' field has an eye icon to toggle visibility. Below the fields is a 'Log in' button. At the bottom, there are three links: 'Forgot Username', 'Forgot Password' (which is highlighted with a red box), and 'Login FAQs'. At the very bottom, there is a link 'Administer a plan? Go to Sponsor Login'.



The image shows a 'Forgot Password' form. It starts with the heading 'Forgot Password' and a prompt: 'Enter your username so that we can locate your account.' Below this is a 'Username' input field. Underneath the field is a reCAPTCHA section with a checkbox labeled 'I'm not a robot' and the reCAPTCHA logo. At the bottom is a 'Submit' button.

From the Authentication Page:

- Check the email associated with your account for a One-time Code
- Enter the One-time Code on the authentication page
- Click *Submit*
- This step will reset your password
- Return to the login page



The image shows a 'Check your email' form. It has the heading 'Check your email' and a message: 'A one-time code was sent to the email address associated with your account. Enter it below'. Below the message is a 'One-time Code' input field consisting of six individual boxes. At the bottom, there are two buttons: '< Back' and 'Submit'. At the very bottom, there is a link 'Send new one-time code'.

From the Login Page:

- Enter your existing Username
- Enter the temporary Password: Your birthday in **MONTHDDYYYY** format (e.g., JUNE041982 for June 4, 1982)
- Click *Log in*
- You will then need to update your password – Click *Next*
- Create a new password based on the parameters shown on the screen
- Click *Next*

Participant Login

Log in

[Forgot Username](#) [Forgot Password](#) [Login FAQs](#)

Administer a plan? [Go to Sponsor Login](#)

Update your account information

For security purposes, updated information is needed.

Next

Create a new password

New Password

✕ 14 to 50 characters

✕ At least 3 of the following: lowercase letter, uppercase letter, number, special character

Confirm New Password

Next