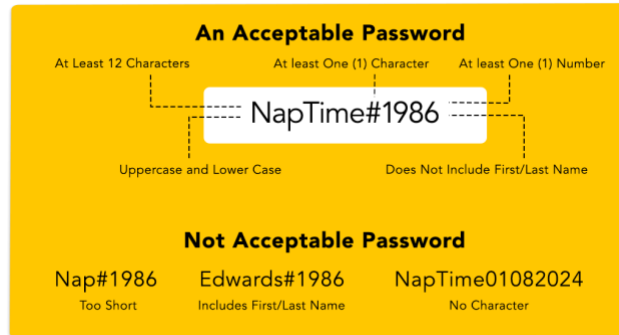


We have enhanced our login and password processes. These changes are designed to protect your account and personal information. To prevent disruption, please read the following carefully.

- **Password Requirements**

- Your password must be at least 12 characters long, a combination of uppercase and lowercase characters, a number, a special character, cannot include first or last name, and cannot include your email.
- *Be sure to update your password keeper or browser with your new password.*



- **New Accounts**

- A one-time use link will be sent to a new user's email address, expiring within 48 hours. Upon first login, users will be requested to update their password, and then login with the new password.

- **Account Recovery:**

- Your account must have an email associated with it to recover your login. Or contact your Admin to reset and provide a *temporary* password.
- Use the "Forgot username or password?" link and enter your username, which may be your email, but may not be. If not your email, use the "Forgot Username?" link.
- Users will receive an email with a temporary link to reset their password and login with new credentials. This temporary link will expire within one (1) hour. If the user has multiple accounts associated with their email, they will be prompted to select the Sponsor's System, Platform, and specific user account.
- [See flowchart on next page for Account Recovery details.](#)

