

Steps to Reset Security Code (Password). If you get stuck on the screen shown below, start by clicking on “Forgot Security Code?” (You will not be able to use the same password previously used)



Next you will come to this screen. Enter your Logon ID, and check the box, indicating you are not a robot.


Reset Security Code

In order to reset your Security Code, please enter your Logon ID

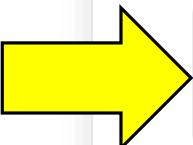
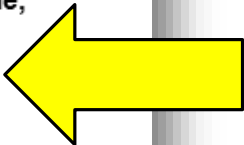
Logon ID

For additional security, you need to check the checkbox below (and follow any puzzle prompts it gives you).

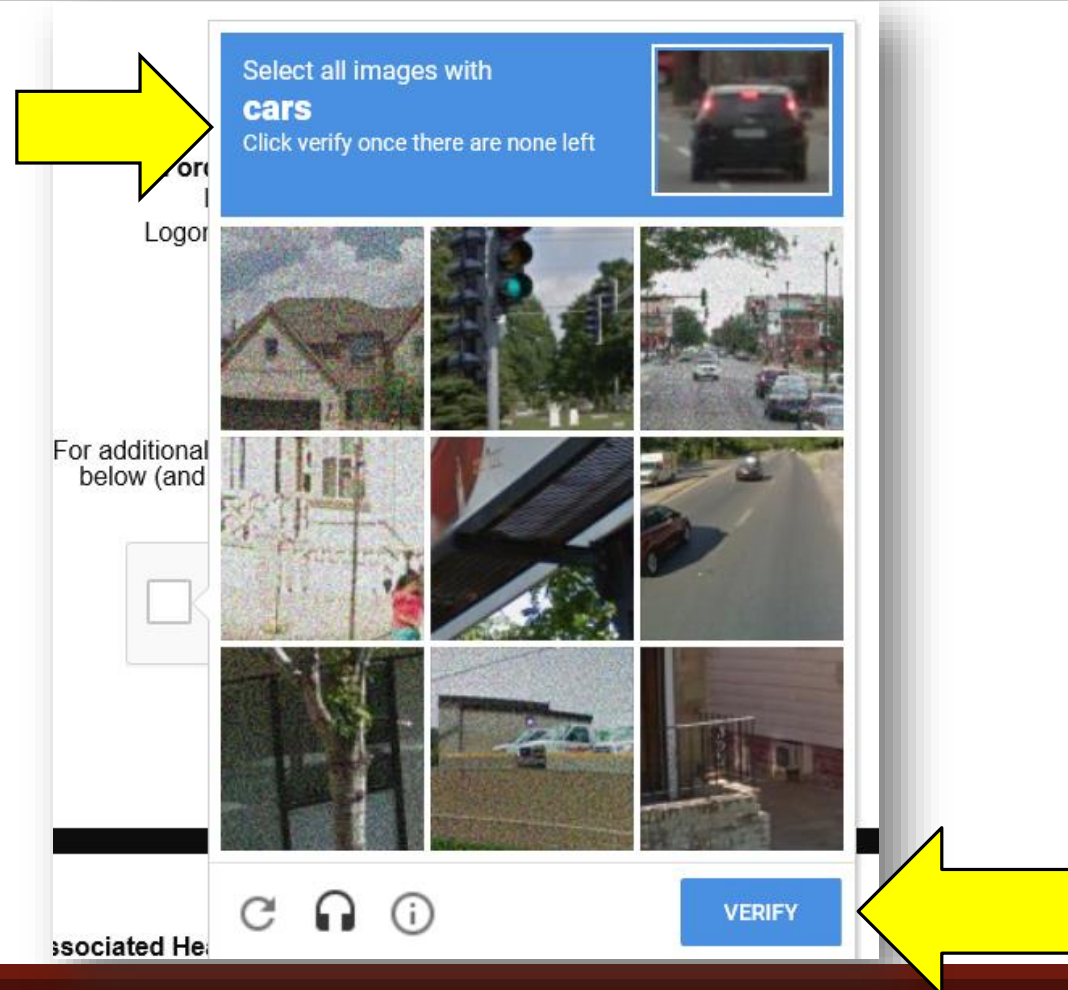
I'm not a robot

 reCAPTCHA
Privacy - Terms

OK Cancel



Once you click OK, this window will pop-up. Follow the instructions, to Verify you are not a robot, and click Verify.



Once you complete the previous screen correctly, it will show a green check mark. Click OK to move to the next screen.

For additional security, you need to check the checkbox below (and follow any puzzle prompts it gives you).



I'm not a robot



reCAPTCHA
[Privacy - Terms](#)

OK

Cancel

This is the following screen indicating an email has been sent to the email address on file for your account. Obtain the temporary Security Code from the email, enter your Logon ID, and click Logon.

User Logon

A temporary Security Code has been sent to your email address. Your email will usually arrive in 1 – 2 minutes, but may take longer (please allow up to 10 minutes). Please log on again using your Logon ID and temporary Security Code. If you do not log on within 15 minutes from the time your temporary security code was created, it will no longer be valid. You will need to select [Forgot Security Code](#) to get a new one.

Logon ID

[Forgot Security Code?](#)

This should be the next screen, where you will enter the temporary Security Code from the email.

Verify Security Phrase and Enter Security Code

If your Security Phrase below is not correct, then do not proceed with signing in.

[REDACTED]

Enter your Security Code (this is not the same as the Security Phrase shown above).

The security code is case sensitive.

[Forgot Security Code?](#)

[REDACTED]

This is the next screen once the temporary Security Code is entered correctly. Enter the temporary Security Code once more, in the Current Security Code box shown below:

⚠ Please change your security code. You will not be able to log on again unless you change your security code now.

The security code must be between 8 - 16 characters and must contain at least 2 alphabetic and 2 numeric characters. In addition, it may contain special characters: _-!@\$*()=+{}[]]. Do not select a security code you have used in the past. The security code is case sensitive.

Change Security Code

Current Security Code

New Security Code

Verify Security Code

OK

After entering your new Security Code, you will see this screen. Proceed to your account by clicking OK.

