

## Resetting a forgotten password

If you forget your password and your account is not locked, you can use the **Forgot Your Password** option on the Login page to reset your password. Depending on the configuration, you may not be able to reset your password from an unregistered browser.

### **To reset a forgotten password**

1. On the Login page, do the following:
  1. Click or tap **Forgot your password?**
  2. Enter your login ID.
  3. Click or tap **Submit**.
2. Click or tap one of the contact methods that are on file for you. We send you the code using the contact method that you select.
3. On the Secure Access Code page, enter the code and click or tap **Submit**. The New Password page appears.

**Note:** If you close out of a session after receiving a secure access code, but before you enter it in the application, and then open it within a very short time frame, click or tap **I already have a Secure Access Code**.

4. Enter your new password.
5. Re-enter the password in the **Confirm Password** field.
6. Click or tap **Submit**. The Home page appears.

**Note:** If the **Remember Me** check box is selected, it will block you from entering a different login ID.

## Password tips and recommendations

A strong password helps you protect your account. To create a strong password, keep the following guidelines in mind:

- Create unique, original passwords.
- Use the longest practical password.

- Use a mix of upper and lowercase letters.
- Include one or more numbers.
- Do not use repeating or adjacent characters.
- Use at least one of these special characters: `~!@#\$\$%^&()\_+={}|[]:”^,^.
- Avoid using software or toolbars that store your password.
- Change your password regularly.

Remember to avoid the following password pitfalls:

- Do not choose passwords or security codes that others can easily guess.
- Do not reuse passwords for multiple sites.
- Never use your account numbers.
- Do not use personal contact information, such as addresses or phone numbers.
- Do not use personal information, such as your name, birthday, Social Security Number, passport number, or the names or information for family members or friends.
- Do not use sequences of characters such as *1234567* or *abcdefg*.
- Do not rely on look-alike substitutions of numbers or symbols alone. Passwords like *P@ssw0rd* are easy to guess, but can be effective when you also change the case of the letters, the length of the words, and misspellings, or when you use multiple unrelated words in a phrase.
- Do not use dictionary words.