

How to Reset your ePro User ID and Password

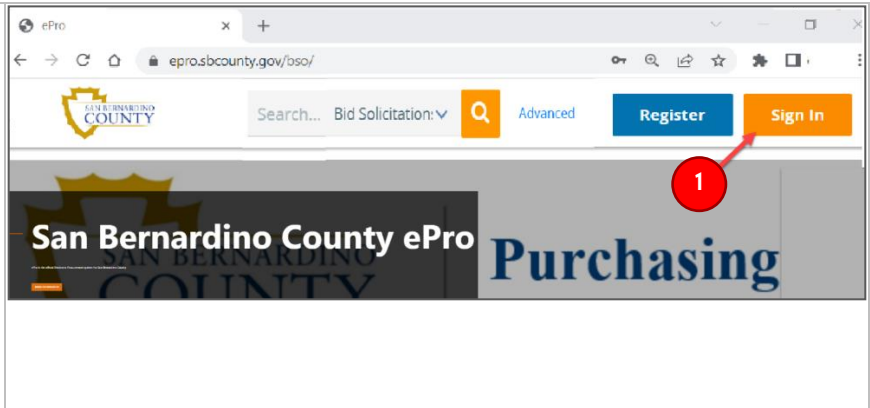
This job aid provides instructions on how to reset your ePro User ID and/or Password.

Forgot User ID / Password

After five (5) unsuccessful sign in attempts you will be locked out for 30 minutes. After 30 minutes you can attempt again but if you forgot your user ID or password, use the Login Assistance and request a new temporary password.

To request assistance with forgotten User ID or forgotten password:

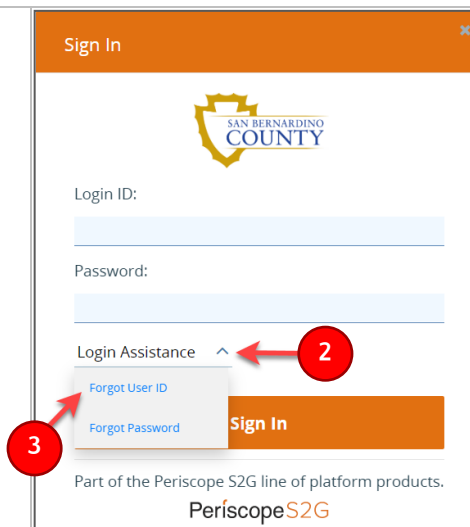
1. Click **Sign In**



Forgot User ID

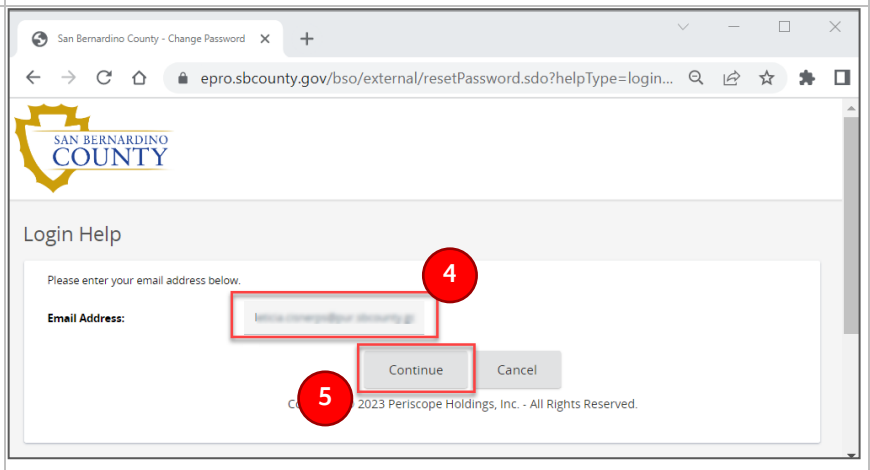
If you forgot your User ID:

2. Click **Login Assistance**.
3. Select **Forgot User ID**.



The Login Help displays.

4. Enter your email address.
5. Click **Continue**.



A message displays alerting you that an email will be sent to email entered in the previous screen.

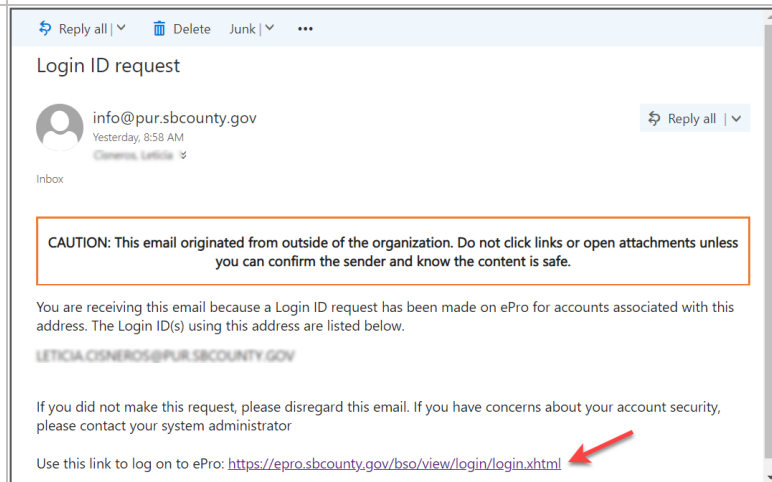
6. Click **Continue**.



An email is sent to your email, open the email to view your User ID.

Sign in to ePro using your User ID and password. If you can't remember your password, continue to next section of this job aid.

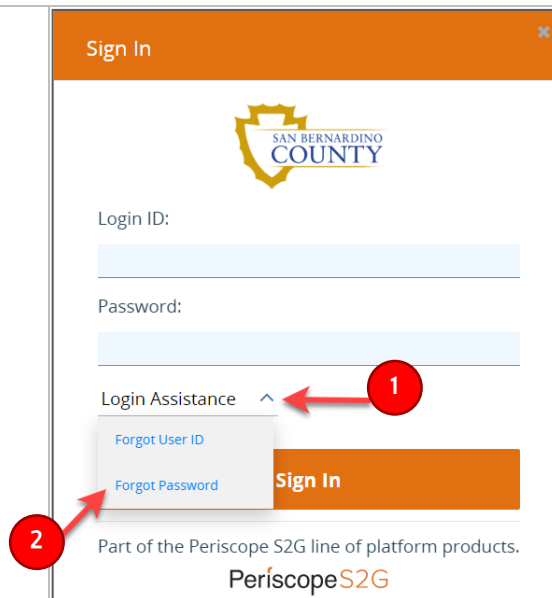
Note: do not use the ePro link provided in the email as it will not direct you to the correct ePro main website.



Forgot Password

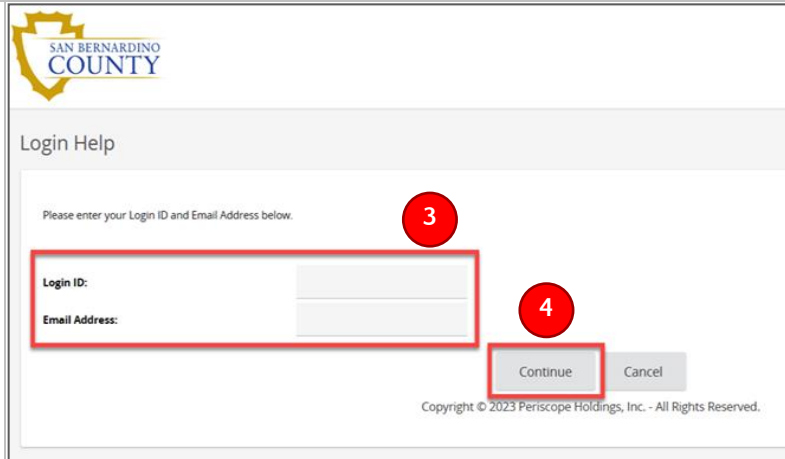
If you forgot your Password:

1. Click **Login Assistance**.
2. Select **Forgot Password**.



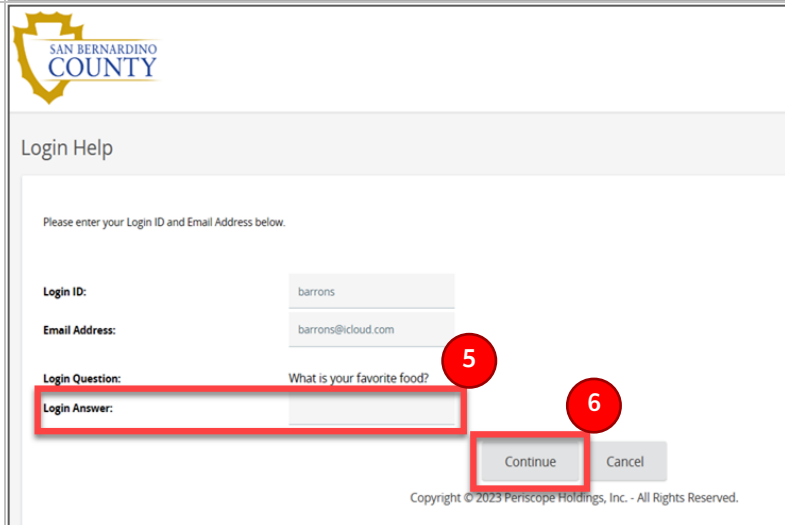
3. Enter your **Login ID** and **Email Address** for verification

4. Click **Continue**



5. Enter your **Login Answer**

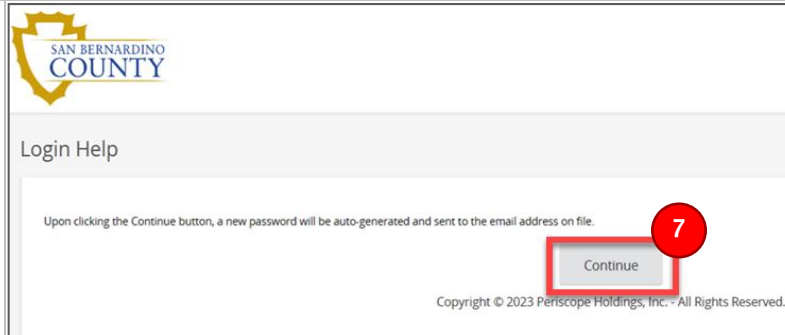
6. Click **Continue**



If successful, you will be able to set a new password.

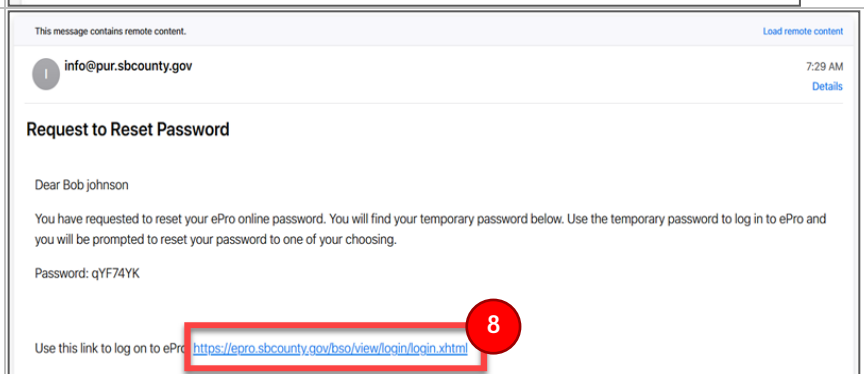
7. Click **Continue**

Important: Passwords must be alpha-numeric.



Link in email will direct you to **Change Password**

8. Click **link**



Use temporary password from email for current password.

9. Create **New Password**

10. Click **Submit**

Important: Passwords must be alpha-numeric.



Change Password

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Current Password*

New Password*

Confirm New Password*

Your current password has expired. You must enter a new password. Passwords must be between 7 and 50 characters and contain at least one letter and one number.

10 Submit Log Out

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