

Password Reset Procedure

Use this procedure when you cannot sign in because you have forgotten your password or your current password is no longer accepted.

Reset the password

1. Open the customer portal sign-in page.
2. Select **Forgot password**.
3. Enter the email address associated with your account.
4. Select **Send reset link**.
5. Open the password-reset message from the authorized portal sender.
6. Follow the link and create a new password that meets the displayed requirements.
7. Return to the sign-in page and use the new password.

Unexpected reset messages

Do not open a reset link that you did not request. Report suspicious messages through your organization's approved security or support channel.

When the reset does not work

- Check the spam or junk folder for the message.
- Confirm that you entered the registered email address.
- Request a new link when the previous link has expired.
- Contact support when the account is locked, disabled, or no longer associated with the email address.

Related documents

- [Customer Portal Login Guide](#)

- [Overview of Customer Portal](#)