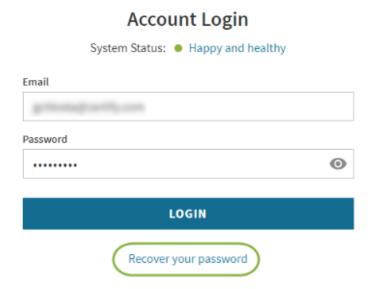
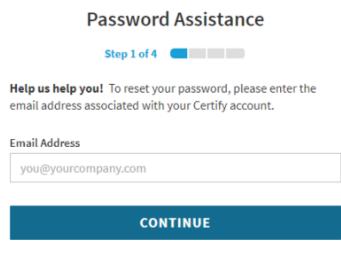
## Forgot Your Password?

If have you forgotten your password, Certify provides a way to reset your password and regain access to your account. This article shows you how to use the Forgot your password? feature.

 On the Certify Login page, click Recover your Password underneath the area where you would enter your Certify login credentials...



2. On the next page, enter your Email Address in the field provided.



If you can't remember or can't access the email associated with your Certify account, contact your internal system administrator.

3. You'll then be asked where you'd like Certify to send you a security code. Choose an option and click continue.
Password Assistance
Step 2 of 4
To verify your account we'll send you a security code. How would you like to receive the code?
Email Code To:     Text Message Code To:
CONTINUE
If you can't remember or can't access the email associated with your Certify account, contact your internal system administrator.
4. Enter the security code you were sent via email or text message in the field provided. Then, click <b>Continue</b> .
Password Assistance
Step 3 of 4
A Security Code has been sent by text message to 16*****035.  Enter the code below to verify account ownership.
Security Code
CONTINUE
If you can't remember or can't access the email associated with your
Certify account, contact your internal system administrator.

5. On the next page, enter a new password for your Certify account in the field provided. Confirm your new password by re-entering it into the **Confirm Password** field provided. Be sure your password contains all of the necessary information, and Certify will show if your password is strong. Then, click **Continue to Login**.

## **Password Assistance** Step 4 of 4 Create a new password: Your password must contain all of the following: 6 characters (required) One number 8 characters One uppercase character One special character One lowercase character New Password ••••• Confirm Password \*\*\*\*\*\*\*\* Passwords Match! **CONTINUE TO LOGIN**