

Logging in for the first time

To log in for the first time with a secure access code

1. On the Login page, do the following:
 - a. Enter your Login ID
 - b. Enter your Password
 - c. Click Log In
2. On the Select Secure Access Code Target page, click one of the contact methods to send a secure access code. On the Enter Secure Access Code page, do the following:
 - a. When the code arrives, enter the code.
 - b. Click Submit.
 - c. If prompted to register the device, click Register Device.
3. Enter a password, then re-enter it in the Confirm Password field.
4. Click Submit.
5. Read the agreement on the Disclaimers page and click I Accept. When you accept the agreement, the Home page appears.

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.

To reset a forgotten password

1. On the Login page, do the following:
 - a. Click Forgot your password?
 - b. Enter your login ID.
 - c. Click Submit.
2. Click one of the contact methods that are on file for you. You will receive a code via the contact method that you select.
3. On the Secure Access Code page, enter the code and click Submit.
4. Enter your new password.
5. Re-enter the password in the Confirm Password field.
6. Click Submit.