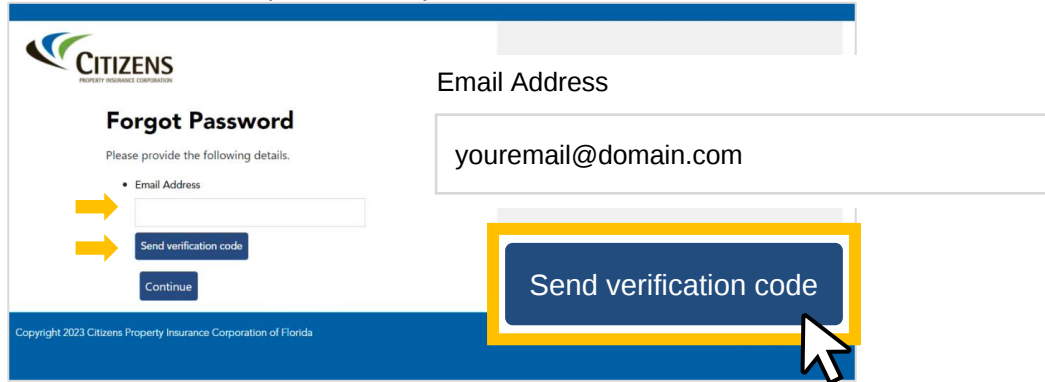


Forgot Password (External Users: Agents, External Adjusters, Suppliers/Vendors, Policyholders, etc.)

To reset your password as an External User:

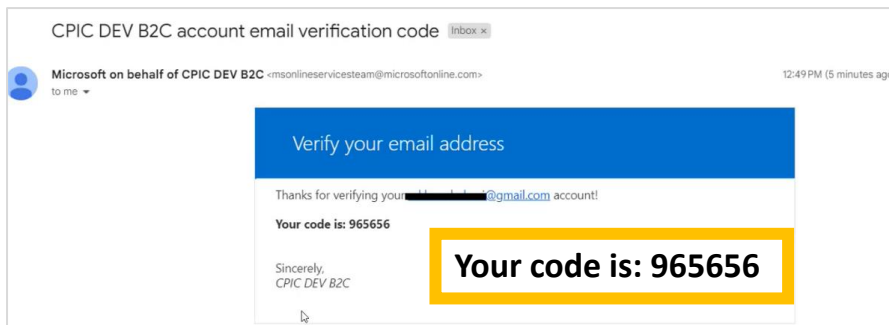
1 Enter the email address you used to register, then click **SEND VERIFICATION CODE**.



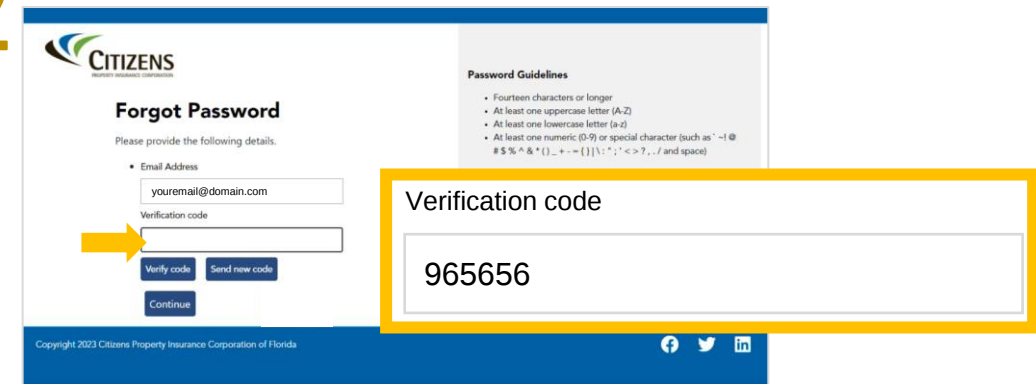
You will receive an email from **Microsoft** with a verification code.* Check your Spam or Junk folder if it does not show in your Inbox.



*** IMPORTANT:** Add this domain to your **SAFE SENDER** list to ensure all future emails from this address are received.



2 Enter the **VERIFICATION CODE** you received in email and click **CONTINUE**.



3 Enter your **NEW PASSWORD**, confirm your **NEW PASSWORD**, then click **CONTINUE**.

