

Forgot Password

To reset your password as an External User:

1 Enter the email address you used to sign up with Citizens, 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**.

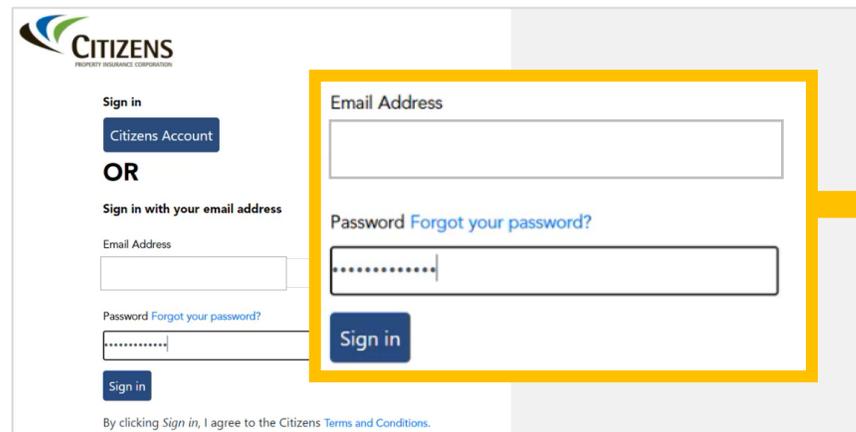
3 Enter your **NEW PASSWORD**, confirm your **NEW PASSWORD**, then click **CONTINUE**.

Logging into Centerpoint

Suppliers can access the **Centerpoint** platform by using the login credentials they received at the email address they used to register.

Supplier (External) User Login

Enter your **EMAIL ADDRESS** and **PASSWORD**, then click **SIGN IN**.



The screenshot shows the login page for the Centerpoint platform. It features the Citizens logo at the top left. Below the logo, there are two options for signing in: "Citizens Account" and "Sign in with your email address". The "Sign in with your email address" option is selected. The form includes fields for "Email Address" and "Password", both of which are highlighted with a yellow border. A "Sign in" button is located below the password field. A link for "Forgot your password?" is also present. At the bottom, there is a small disclaimer: "By clicking Sign in, I agree to the Citizens Terms and Conditions."

