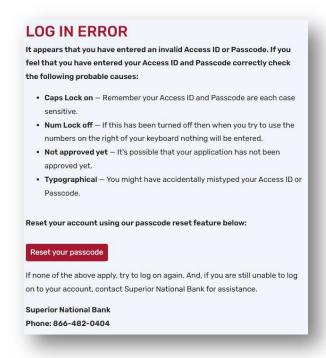
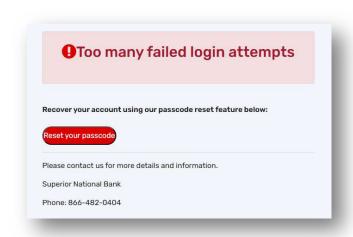
How To Reset Your Passcode

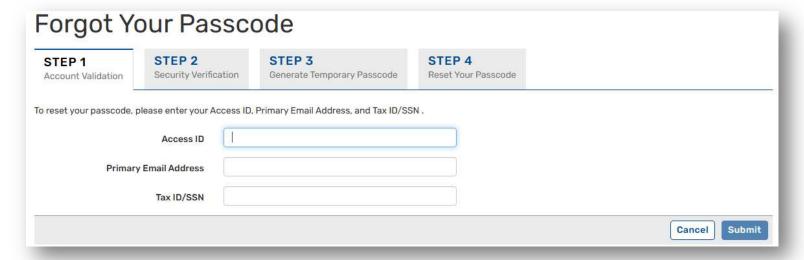
Whether there is a log in error or too many failed attempts, you have the option to reset their own passcode by clicking Reset your passcode:





Follow the 4 Steps:

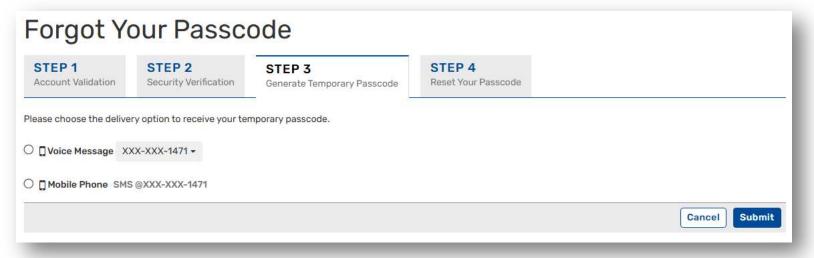
1. Enter Access ID, Primary Email Address, and Tax ID/SSN



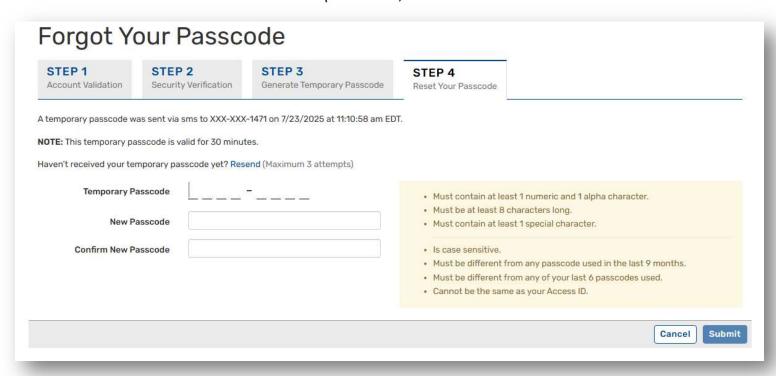
2. Answer **Security Verification Question** (This is something the user would have established)



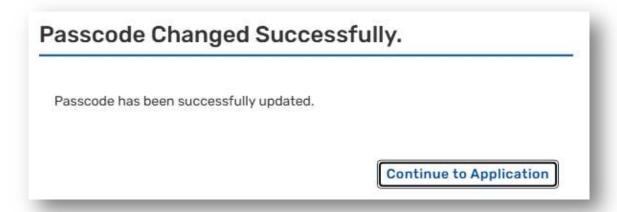
3. Choose the delivery option to receive the Temporary Passcode



4. Once the **Temporary Passcode** is received, type it in and then choose a **New Passcode** that meets the requirements, and **Confirm New Passcode**

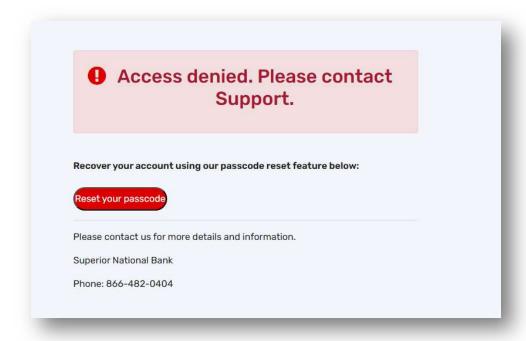


Once changed, the **Passcode Changed Successfully** box will appear and the customer can continue to sign in.



For Commercial Sub-Users:

If a sub-user has been **disabled** by the Focus-Customer, this is what the sub-user will see when attempting to sign in:



If the sub-user attempts to reset their passcode, they will be met with this **error** in Step 1:

