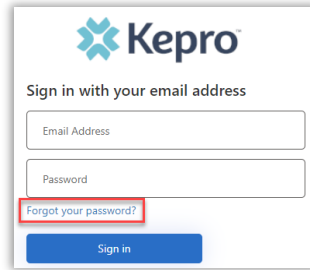


Summary

For a forgotten password, a user can reset their password by following the instructions below.

- ### 1 Click Forgot Password?

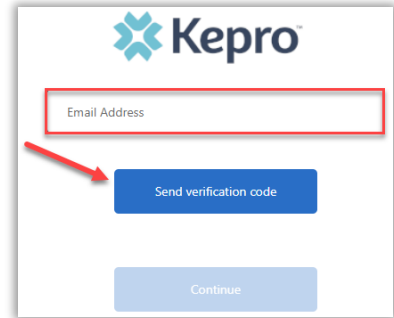
From the login page, click **Forgot Password?**



The screenshot shows the login page with the Kepro logo at the top. Below the logo, it says "Sign in with your email address". There are two input fields: "Email Address" and "Password". A red box highlights the "Forgot your password?" link below the password field. A blue "Sign in" button is at the bottom.

- ### 2 Enter Email Address

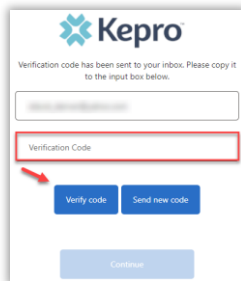
Enter the email address associated with the account and click **Send Verification Code**



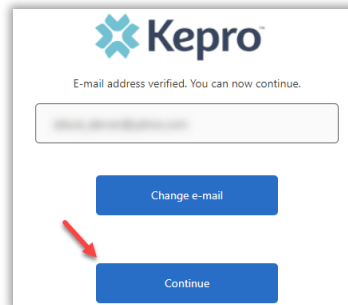
The screenshot shows the email verification step. It features the Kepro logo at the top. Below it is an "Email Address" input field. A red box highlights this field, and a red arrow points from it to a blue "Send verification code" button. Below that is a light blue "Continue" button.

- ### 3 Email Verification

Enter verification code sent to email, click **Verify code**, then click **Continue**.



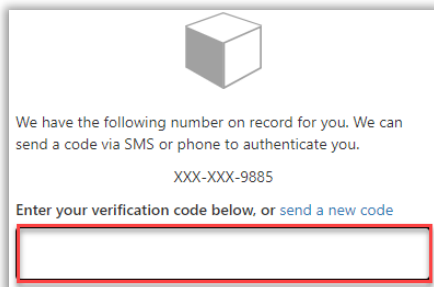
The screenshot shows the verification code entry step. It features the Kepro logo at the top. Below it is a message: "Verification code has been sent to your inbox. Please copy it to the input box below." There is an input field for the verification code. A red box highlights this field, and a red arrow points from it to a blue "Verify code" button. Next to it is a "Send new code" button. At the bottom is a light blue "Continue" button.



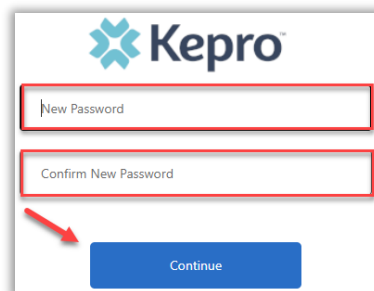
The screenshot shows the email address verified step. It features the Kepro logo at the top. Below it is a message: "E-mail address verified. You can now continue." There is an input field for the email address. Below it are two buttons: "Change e-mail" and "Continue". A red arrow points from the "Continue" button.

- ### 4 Phone Verification

Select Send Code or Call Me for the phone verification. Enter code received via SMS or press # to complete call verification. Create new password and click **Continue**.



The screenshot shows the phone verification step. It features a 3D cube icon at the top. Below it is a message: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." The number "XXX-XXX-9885" is displayed. Below that is a message: "Enter your verification code below, or send a new code". There is an input field for the verification code, which is highlighted with a red box.



The screenshot shows the new password creation step. It features the Kepro logo at the top. Below it are two input fields: "New Password" and "Confirm New Password". Both fields are highlighted with red boxes. A red arrow points from the "Confirm New Password" field to a blue "Continue" button at the bottom.

Account Locked? After several unsuccessful login attempts, your account will lock. To unlock, you will need to contact Kepro Customer Support for assistance.