

HOW TO GUIDE

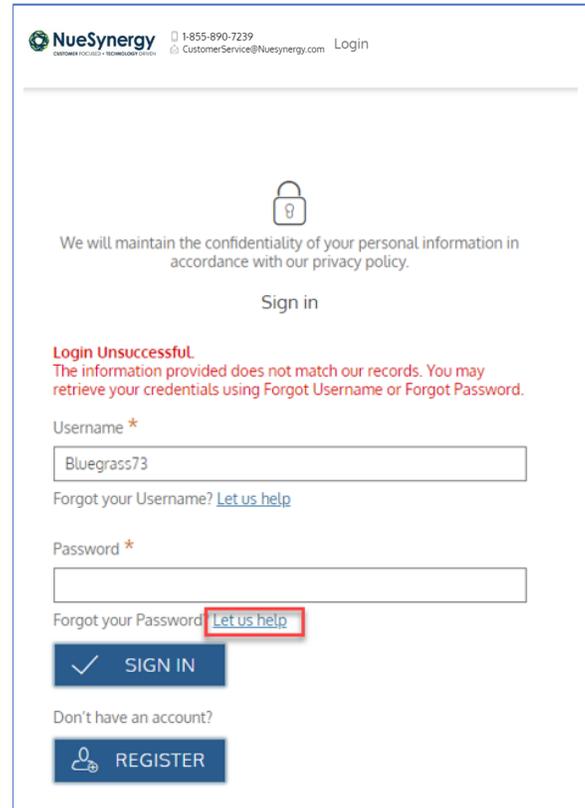
Passwords

If you forgot or want to change your password, please follow the below instructions.

Reset Password Process

STEP 1

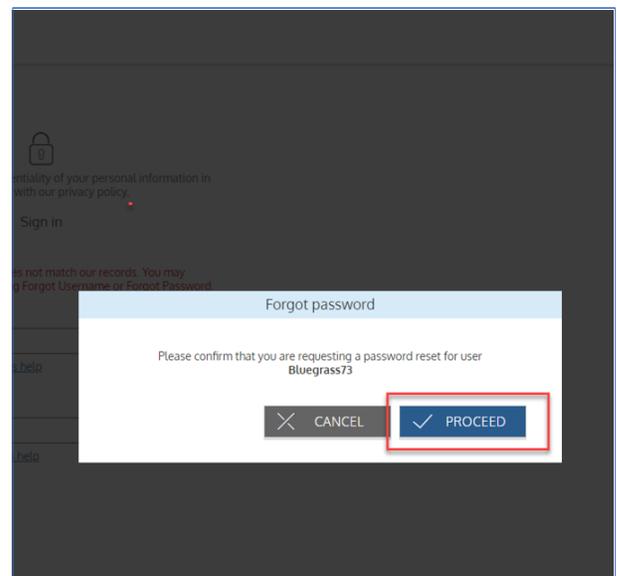
To reset your password, click on *Let us Help*.



The screenshot shows the NueSynergy login page. At the top, there is a header with the NueSynergy logo, phone number (1-855-890-7239), email (CustomerService@Nuesynergy.com), and a 'Login' link. Below the header, there is a lock icon and a message: 'We will maintain the confidentiality of your personal information in accordance with our privacy policy.' Underneath, it says 'Sign in'. A red error message states: 'Login Unsuccessful. The information provided does not match our records. You may retrieve your credentials using Forgot Username or Forgot Password.' There are two input fields: 'Username *' with the value 'Bluegrass73' and 'Password *'. Below the password field, there is a link 'Forgot your Password? Let us help' which is highlighted with a red box. At the bottom, there are two buttons: 'SIGN IN' and 'REGISTER'.

STEP 2

A confirmation window will pop up, click on *Proceed*.



The screenshot shows a confirmation dialog box titled 'Forgot password'. The dialog box contains the text: 'Please confirm that you are requesting a password reset for user Bluegrass73'. At the bottom of the dialog box, there are two buttons: 'CANCEL' and 'PROCEED', with 'PROCEED' highlighted by a red box.



STEP 3

Choose a method to receive the verification code.



Protecting your information is our first priority. In order to access this site or perform this specific function you must receive a confirmation code to the device of your choice. You will be asked to enter the code on the next screen.

Confirmation Code Delivery Method

Email

Email

Mobile Phone (SMS)

Phone (SMS)

✕ CANCEL

✓ GENERATE CODE

✕ CANNOT RECEIVE CODE

 To proceed, please press the generate code button. If you wish to cancel, you will be asked to enter a code the next time you login or try to perform this specific function.

STEP 4

Enter the code.



Please check your email or mobile phone for the security code needed to access this site or site function. Once received, please enter the code exactly as it appears in the screen below. If you didn't receive your code, you can have the code resent by selecting that button below.

Change Password

 Confirmation Code *

Sent by SMS: ***-***-1358

841216

[Resend Code](#)

 A valid password must contain between 8 and 16 characters.

A password must contain 3 of the following types of characters:

- AN UPPER CASE LETTER
- lower case letter
- Special Character (% , ! , @ , # , etc.)
- A number

A password cannot contain:

- The same character repeating 3 or more times
- The word "password"
- The username
- Spaces



STEP 5

You will be asked to create a new password. Once created, click *Submit* at the bottom.

 We will maintain the confidentiality of your personal information in accordance with our privacy policy.

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New Password *

Password Strength

Strong

Confirm Password *

FINISHED!

Once submitted, you will be asked to sign in with your new password. Click *Ok*.

NueSynergy 180-890-7229 © 2016 NueSynergy.com Forgot Password

Your password has been successfully changed. Please sign in with your new password.

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New Password *

Password Strength

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Confirm Password *

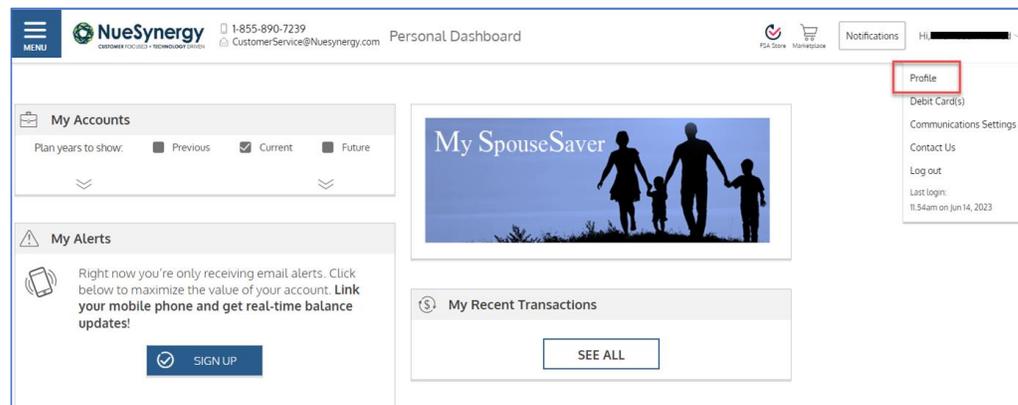


Change Password Process



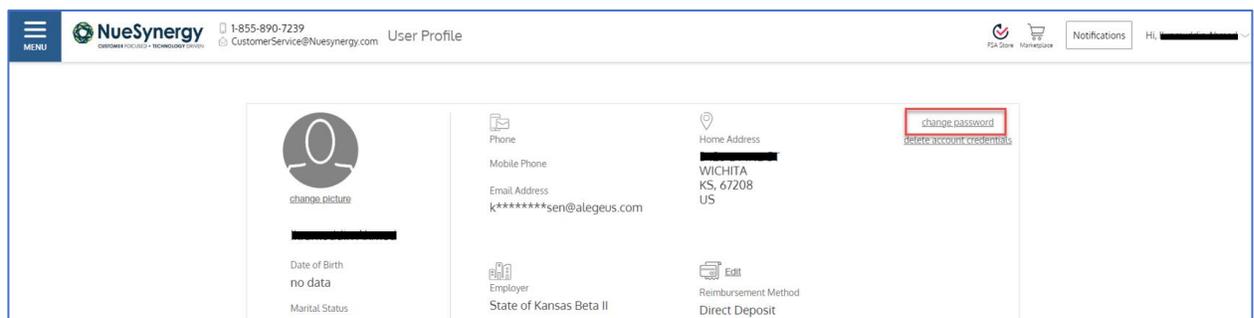
STEP 1

If you are signed in and want to change your password, click on *Profile* on the top right corner.



STEP 2

Once you are at the User Profile page, click on *change password* on the top right corner.





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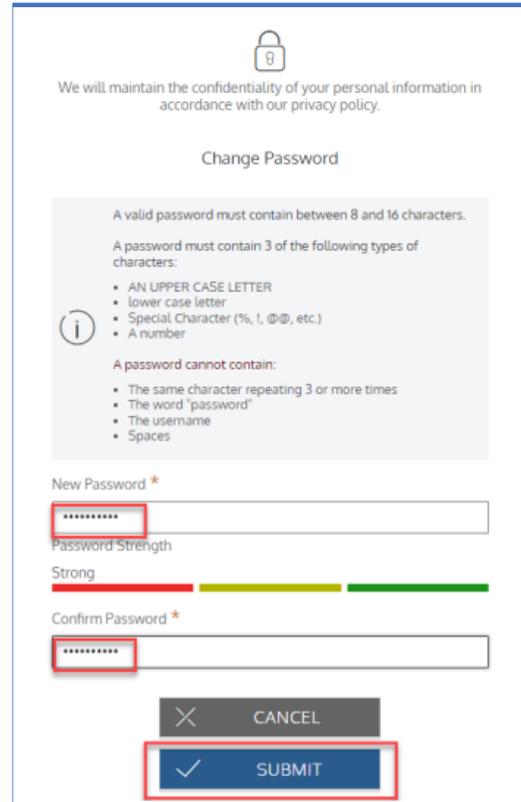
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New Password *

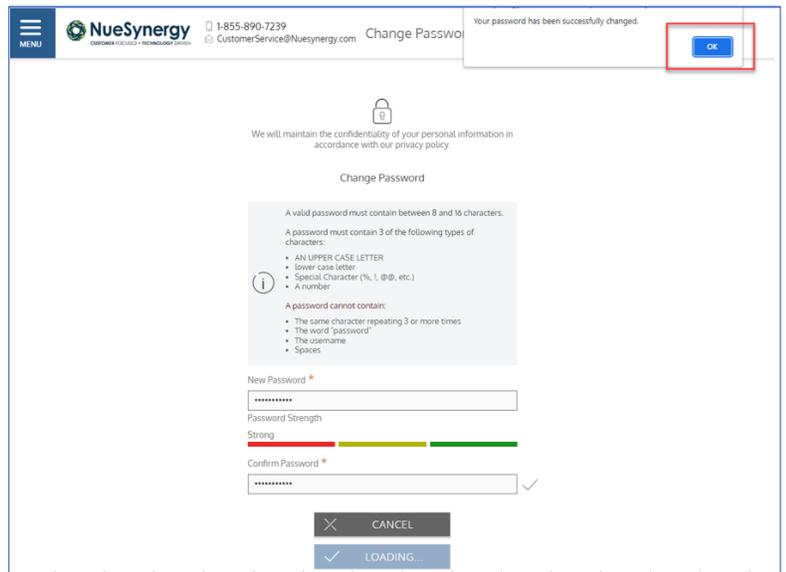
Password Strength

Strong

Confirm Password *

FINISHED!

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CustomerService@NueSynergy.com Change Password Your password has been successfully changed.



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