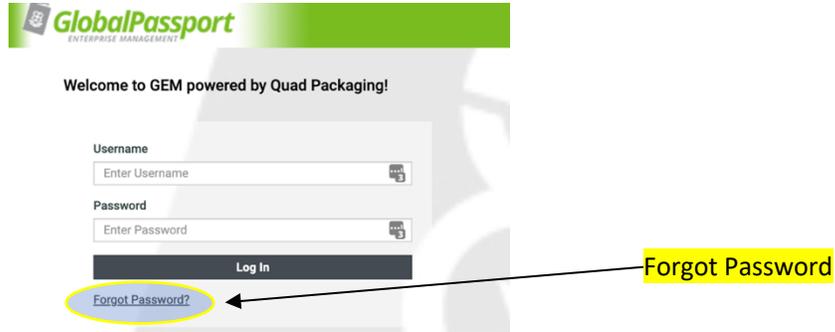
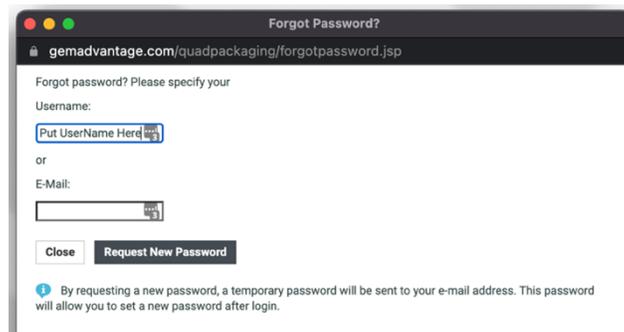


Reset Password Help

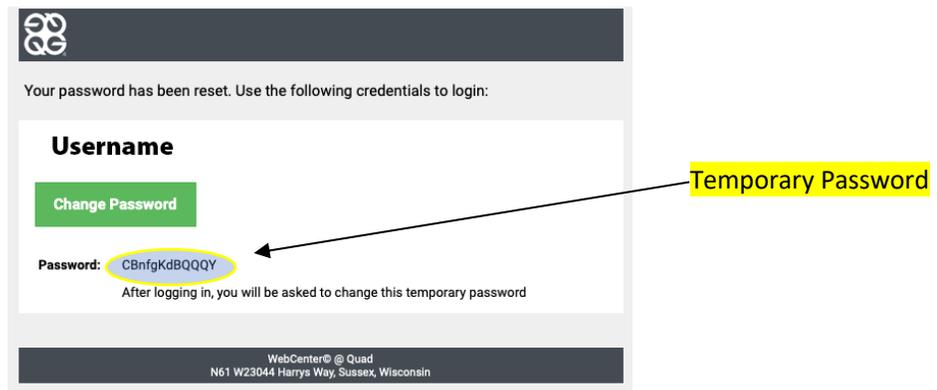
1. At the login select “Forgot Password” at the bottom of the Username and Password area



2. In the Forgot Password Dialog Window enter your Username or Email Address



3. You will receive email from alerts@gemadvantage.com, subject – “Your password has been reset”
 - a. A temporary password is included in this email that will be used as your old password during the change of your password



- b. Select “Change Password”
4. Fill out the “My Password” setup to finish your account setup and select Change. Passwords must be at least 14 characters and must include at least 1 uppercase, 1 lowercase and 1 numeric or non-alphanumeric (! \$ # %) characters.

