

Forgot Your Password?

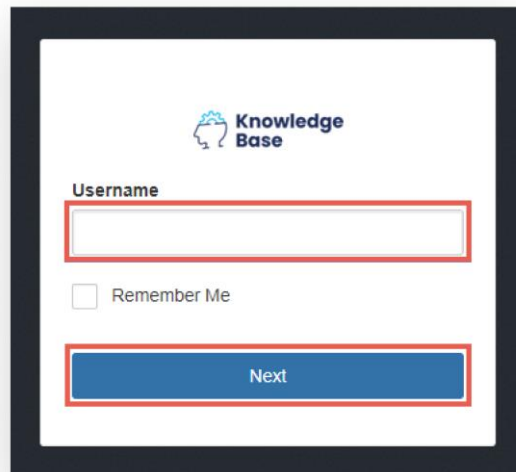
This user guide will walk you through the steps to reset the password to your Personal Financial Website.

Note

It is important to note that after three failed attempts to log in, the system will automatically lock your account for ten minutes as a security measure. After the ten minutes, follow the steps below to reset your password.

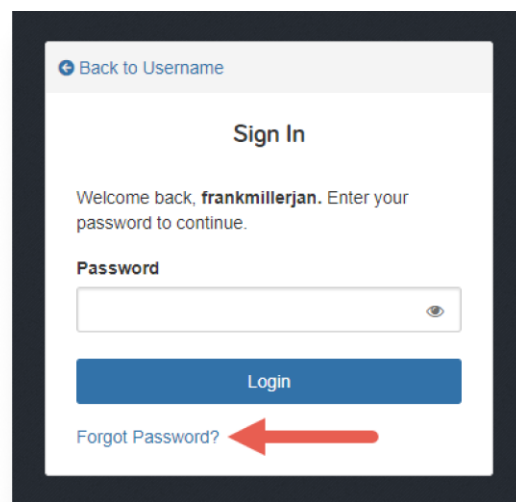
Reset Your Password

1. Enter your **Username** on the initial login screen and click Next.



The screenshot shows the 'Knowledge Base' login interface. At the top, there is a logo with a brain icon and the text 'Knowledge Base'. Below the logo is a 'Username' label followed by a text input field. Underneath the input field is a checkbox labeled 'Remember Me'. At the bottom of the form is a blue button labeled 'Next'. Red boxes highlight the 'Username' input field and the 'Next' button.

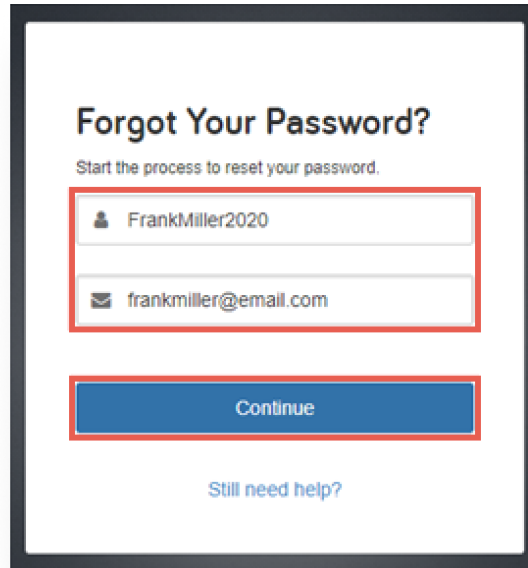
2. Click **Forgot Password?** on the password screen.



The screenshot shows the 'Sign In' screen. At the top left, there is a link 'Back to Username'. The main heading is 'Sign In'. Below the heading, there is a message: 'Welcome back, frankmillerjan. Enter your password to continue.' Underneath is a 'Password' label followed by a password input field with an eye icon for toggling visibility. Below the input field is a blue button labeled 'Login'. At the bottom left, there is a link 'Forgot Password?' with a red arrow pointing to it from the right.

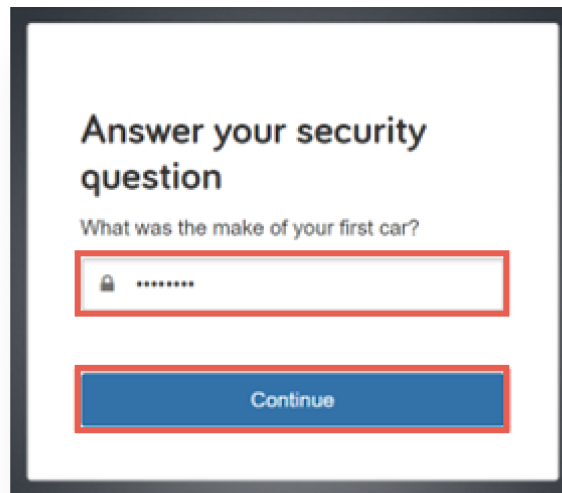
Forgot Your Password?

3. Enter your account's **username** and **email** address, then click **Continue**.



The screenshot shows a web form titled "Forgot Your Password?". Below the title is the instruction "Start the process to reset your password." There are two input fields: the first contains the username "FrankMiller2020" and the second contains the email address "frankmiller@email.com". A blue "Continue" button is positioned below the input fields. At the bottom of the form, there is a link that says "Still need help?". Red boxes highlight the input fields and the "Continue" button.

4. Answer your security question, then click **Continue**.

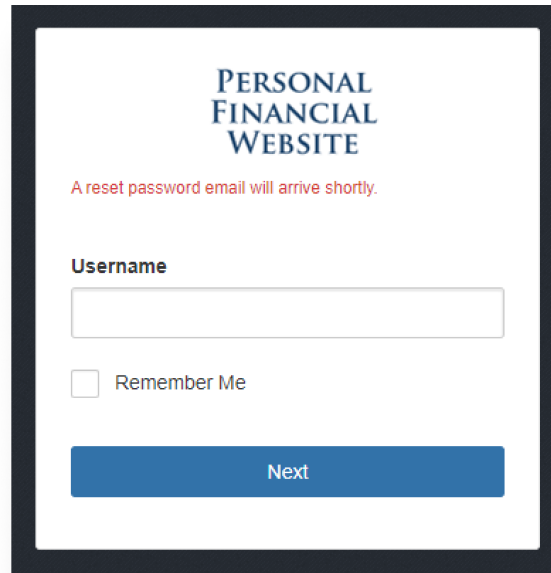


The screenshot shows a web form titled "Answer your security question". Below the title is the question "What was the make of your first car?". There is a single input field containing a lock icon and several asterisks, indicating a masked answer. A blue "Continue" button is located below the input field. Red boxes highlight the input field and the "Continue" button.

Note

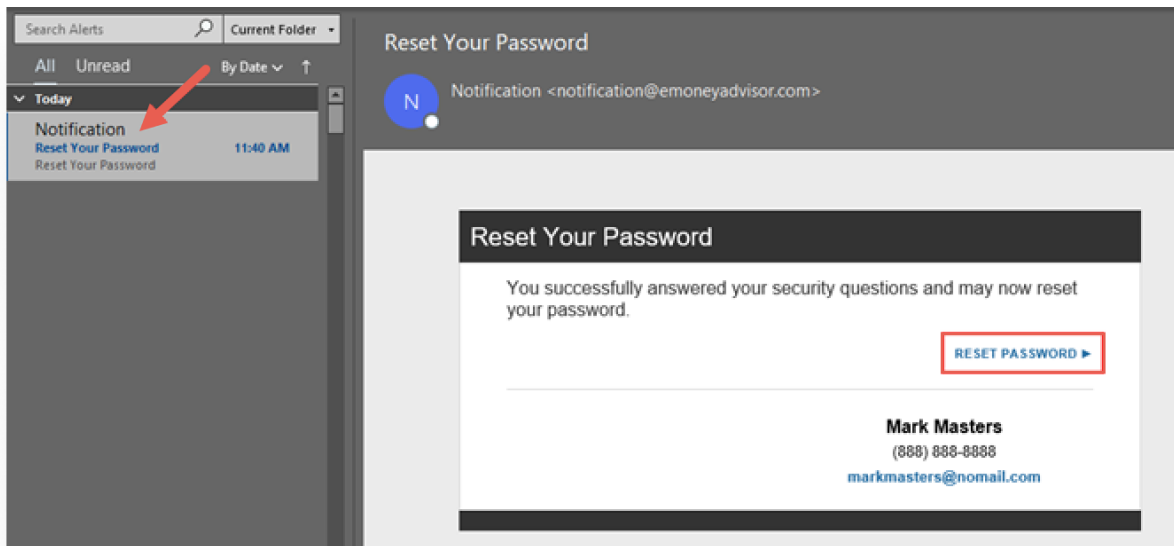
These security questions and answers were set up when you signed into your Personal Financial Website for the first time, or you may have reset them in your Settings.

5. Upon successfully verifying your identity, the system will email you a link to reset your password.



The screenshot shows a white rectangular form with a black border. At the top, it says "PERSONAL FINANCIAL WEBSITE" in blue. Below that, a red message reads "A reset password email will arrive shortly." There is a "Username" label above a text input field. Below the input field is a "Remember Me" checkbox. At the bottom is a blue button labeled "Next".

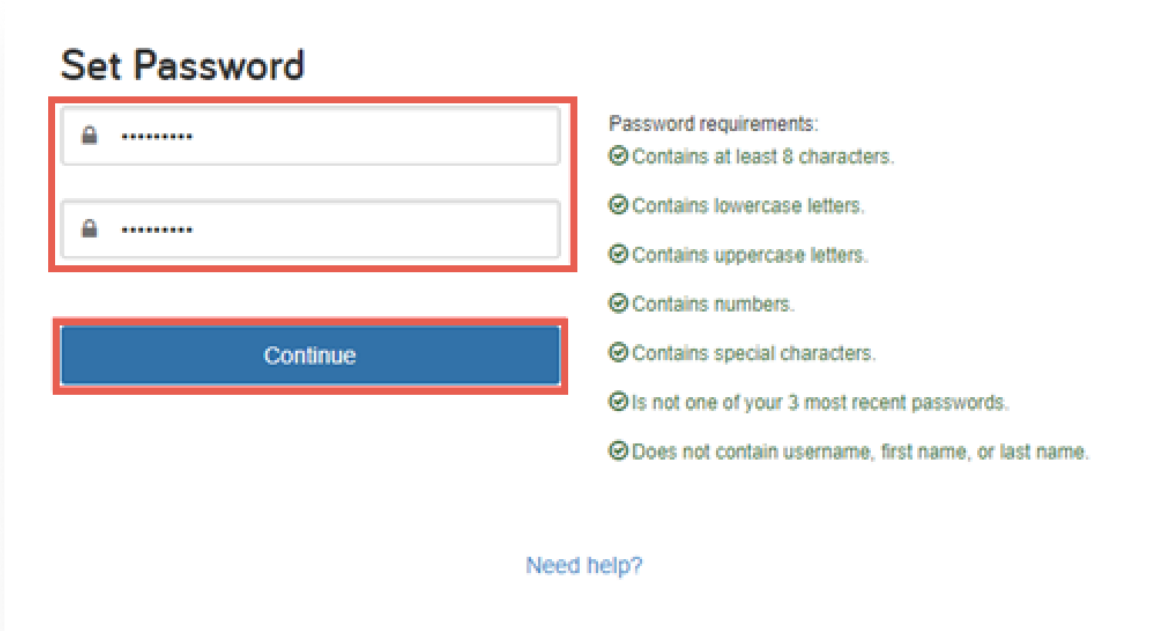
6. Navigate to your inbox and locate the Reset Your Password email. Click **Reset Password**.



Note

This email will come from **notification@emoneyadvisor.com**. If you cannot find the email, please check your spam and junk folders.

7. You will be taken to a new tab in your browser and prompted to set your new password. Once all password requirements are checked in green, click **Continue** to be taken to your Personal Financial Website home page.



Set Password

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Continue

Password requirements:

- ✔ Contains at least 8 characters.
- ✔ Contains lowercase letters.
- ✔ Contains uppercase letters.
- ✔ Contains numbers.
- ✔ Contains special characters.
- ✔ Is not one of your 3 most recent passwords.
- ✔ Does not contain username, first name, or last name.

[Need help?](#)

Note

Contact your financial representative if you still need help after trying these steps.