



Password Reset Instructions



As customers reach their one-year anniversary as inHere® app and portal users, they will begin to see a prompt to reset their password as they log in. No email notification will be sent to the inHere® customers alerting them that their password is about to expire. Beginning 5 days prior to the expiration date (and each day following), users will be prompted to establish a new password. The prompt does not have any language indicating who to contact should they need assistance, so we've detailed the steps below in case your customer reaches out to you.

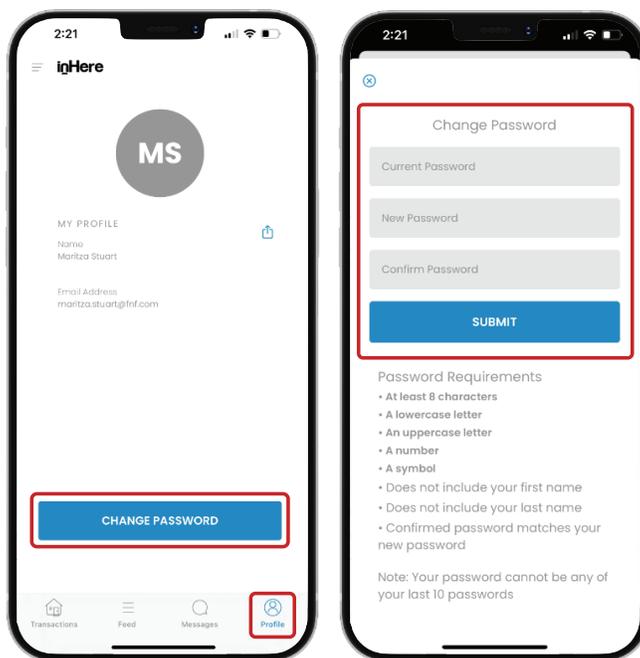
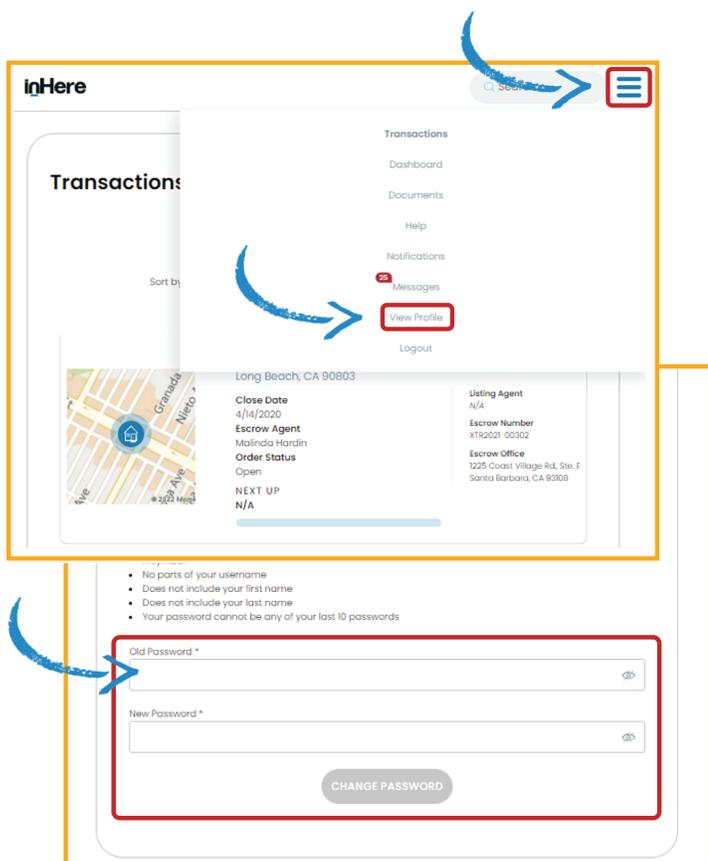
BEFORE the Expiration Date

OPTION 1 - Change Password via Web Portal / Profile:

- Click menu icon in upper right-hand corner
- Click View Profile from drop-down menu
- Type in your old password
- Type in your new password
- Click Change Password button

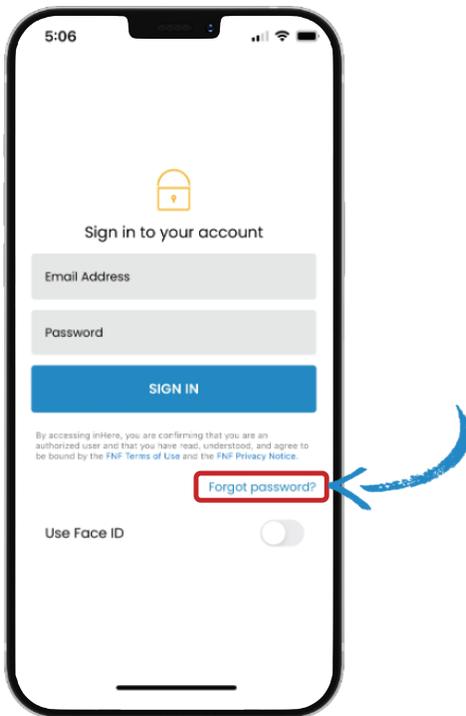
OPTION 2 - Change Password via Mobile App / Profile:

- Click Profile icon in lower right-hand corner
- Click Change Password button
- Type in your old password
- Type in your new password
- Confirm your new password
- Click Submit button



OPTION 3 – Change Password via Web Portal / Forgot Password Feature:

- Go to log-in screen
- Click Need Help Signing In?
- Click Forgot Password?
- Type in your username or email address
- Click on your preferred authentication method (via SMS or via Voice Call)
- Follow the prompts



OPTION 4 – Change Password via Mobile App / Forgot Password Feature:

- Go to log-in screen
- Click Forgot Password?
- Follow the prompts

ON or AFTER Expiration Date

Customers who ignore all the prompts, on or after the expiration date, will immediately be prompted to set up a new password before proceeding to the app or portal.

As always, the inHere Technical Support Team is available to help at: (800)487-1927, Mon-Fri 8am to 9pm (Eastern).