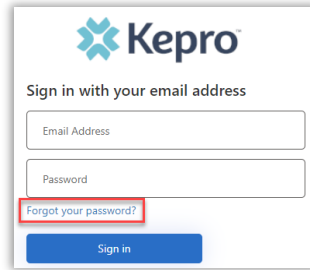


Summary

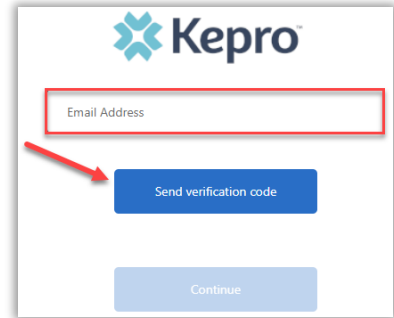
For a forgotten password, a user can reset their password by following the instructions below.

- 1 Click Forgot Password?**
From the login page, click **Forgot Password?**



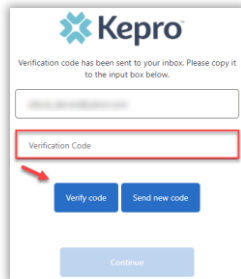
Kepro logo and "Sign in with your email address" text. Below are two input fields: "Email Address" and "Password". A red box highlights the "Forgot your password?" link below the password field. A "Sign in" button is at the bottom.

- 2 Enter Email Address**
Enter the email address associated with the account and click **Send Verification Code**

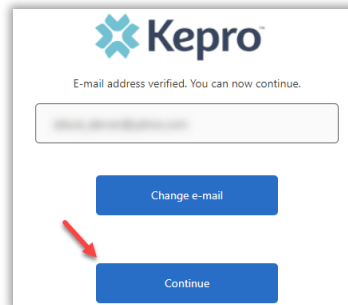


Kepro logo and "Email Address" input field. A red box highlights the input field. Below it is a blue "Send verification code" button with a red arrow pointing to it. At the bottom is a light blue "Continue" button.

- 3 Email Verification**
Enter verification code sent to email, click **Verify code**, then click **Continue**.

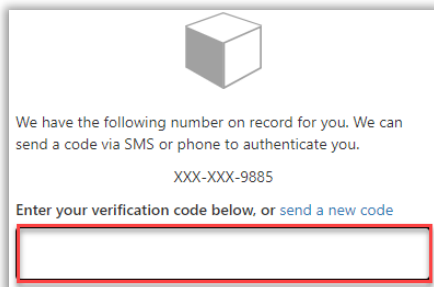


Kepro logo and "Verification code has been sent to your inbox. Please copy it to the input box below." text. Below is a "Verification Code" input field with a red box around it. Below the field are "Verify code" and "Send new code" buttons. A red arrow points to the "Verify code" button. At the bottom is a "Continue" button.

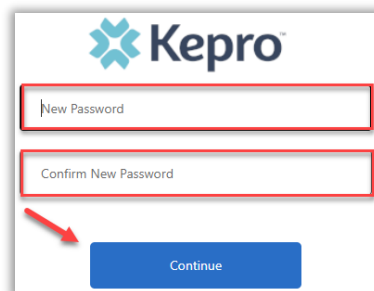


Kepro logo and "E-mail address verified. You can now continue." text. Below is a "Change e-mail" button. A red arrow points to the "Continue" button at the bottom.

- 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**.



Kepro logo and "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." text. Below is the phone number "XXX-XXX-9885". Below that is the text "Enter your verification code below, or send a new code" and a red-bordered input field.



Kepro logo and "New Password" input field. Below it is a "Confirm New Password" input field. A red arrow points to the "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.