PASSWORD RESET USER GUIDE

Password Reset User Guide

If you forget your password and need to reset it, our website provides the ability to handle this without the need for our staff to reset your password.*

Note: Our staff cannot see your password, but we do have the ability to reset your password for you after we verify your identity.

Resetting your password uses the following steps:

Visit our login page at: https://www.hyspeco.com/account/login and click the **"Forgot Your Password?"** link (1).

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Enter your registered email address in the email box **(1)** and click **"Submit."**

Forgot Password   ✕

> ⚠ **For security reasons, we cannot recover your old password.**
> Enter your email address below to send a link to reset your password to your e-mail.

Enter your email address
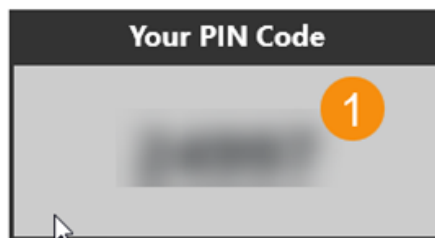
| Enter Email... | **(1)** |

[Cancel]   [Submit]

When you submit your email address, you will receive an email from us with a link that will prompt you to enter the PIN Code provided **(1)**.

Forgot Password   ✕

> ⚠ **Your password reset email has been sent**
> A password reset e-mail has been sent to the e-mail address provided.

Change your password in three easy steps.
This helps to keep your new password secure.

(1) Write down/memorize your 5-digit PIN code on the page.

(2) Open the password reset e-mail and click the link provided. This link expires in 1 hour.

(3) Use the PIN code provided here to change your password.

Your PIN Code

(1)

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Once you verify your PIN number, you will be asked to create a new password. Enter your new password in both boxes and click the **"Change Password"** button (1).

Change Password

⚠ Passwords are case sensitive

Enter your new password

New Password: *(case sensitive)*

Retype New Password:

Change Password

After you click **"Change Password,"** your password will be set to whatever value you supplied.

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