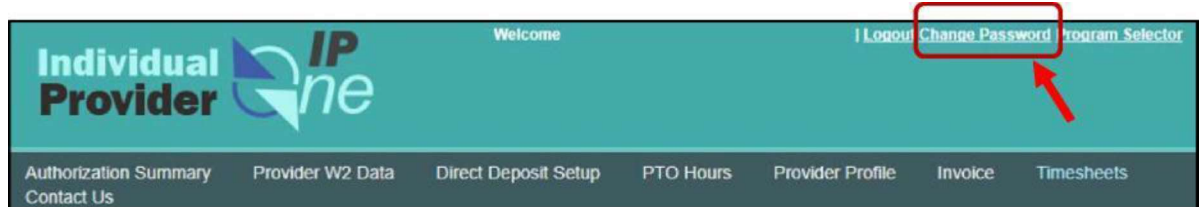


How to Change a Password

There are two ways to change an IPOne BetterOnline Portal password.

- **Option 1:** Use the Change Password function in the Portal. After a user logs into an account they can:
 1. Click on Change Password in the top right corner; then,



2. Enter a new password; then,

Reset Password

Enter and confirm the new password. Then, click the Submit button.

Password:

Confirm Password:

3. Click Submit.

- **Option 2:** Contact the Call Center. The user can:
 1. Call 844-240-1526.
 2. A representative will verify the caller as the correct user before assisting with changing the desired new password.
 3. The representative will change the password in IPOne and confirm that the user can successfully login.