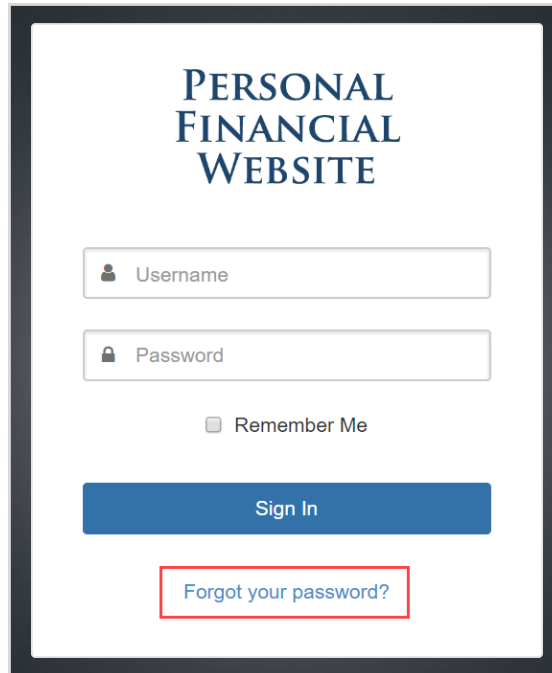


# Forgot Your Password?

This user guide will walk you through the steps to reset the password to your Personal Financial Website. 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 are up, follow the steps below to reset your password.

## Reset Your Password

1. Click **Forgot your password?** on the log-in screen.



PERSONAL  
FINANCIAL  
WEBSITE

Username

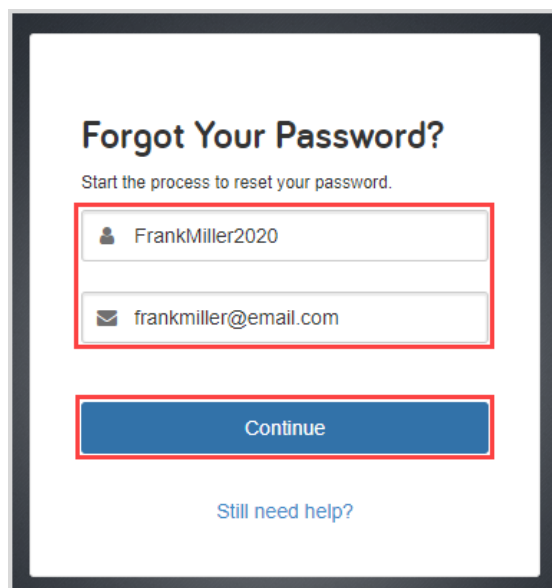
Password

Remember Me

Sign In

Forgot your password?

2. Enter the **username** and **email address** associated with your account, then click **Continue**.



Forgot Your Password?

Start the process to reset your password.

FrankMiller2020

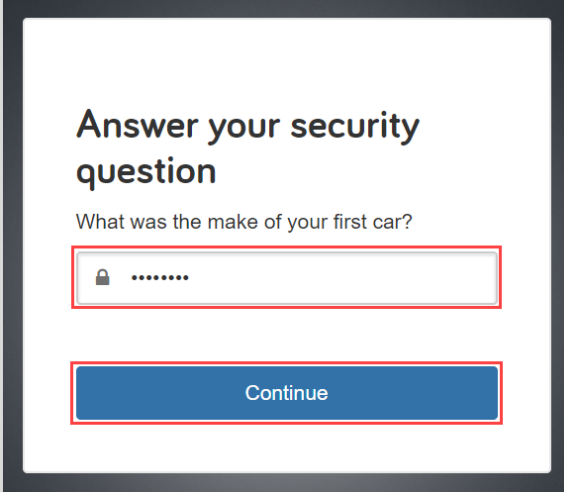
frankmiller@email.com

Continue

Still need help?

# Forgot Your Password?

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



**Answer your security question**

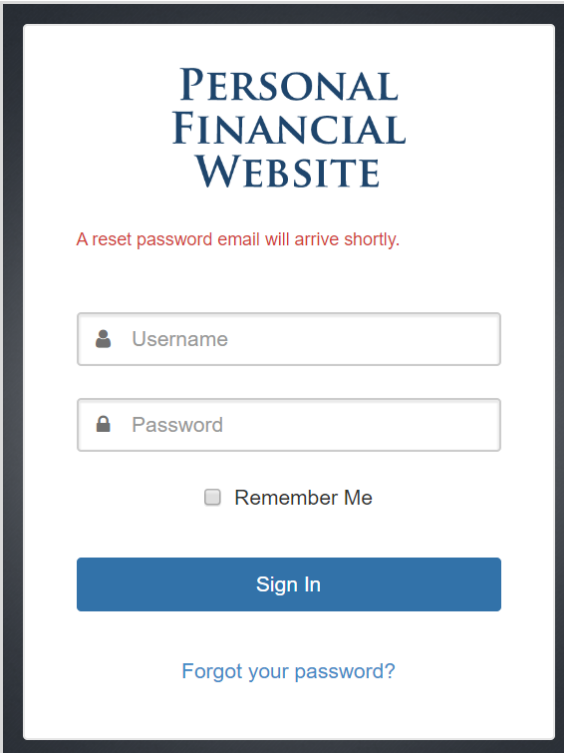
What was the make of your first car?

.....

Continue

**Please 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. After three failed attempts, your account will be locked for ten minutes. You can try again after ten minutes or contact your Financial Representative.

4. Upon successfully verifying your identity, the system will generate an email that includes a link to reset your password.



**PERSONAL FINANCIAL WEBSITE**

A reset password email will arrive shortly.

Username

Password

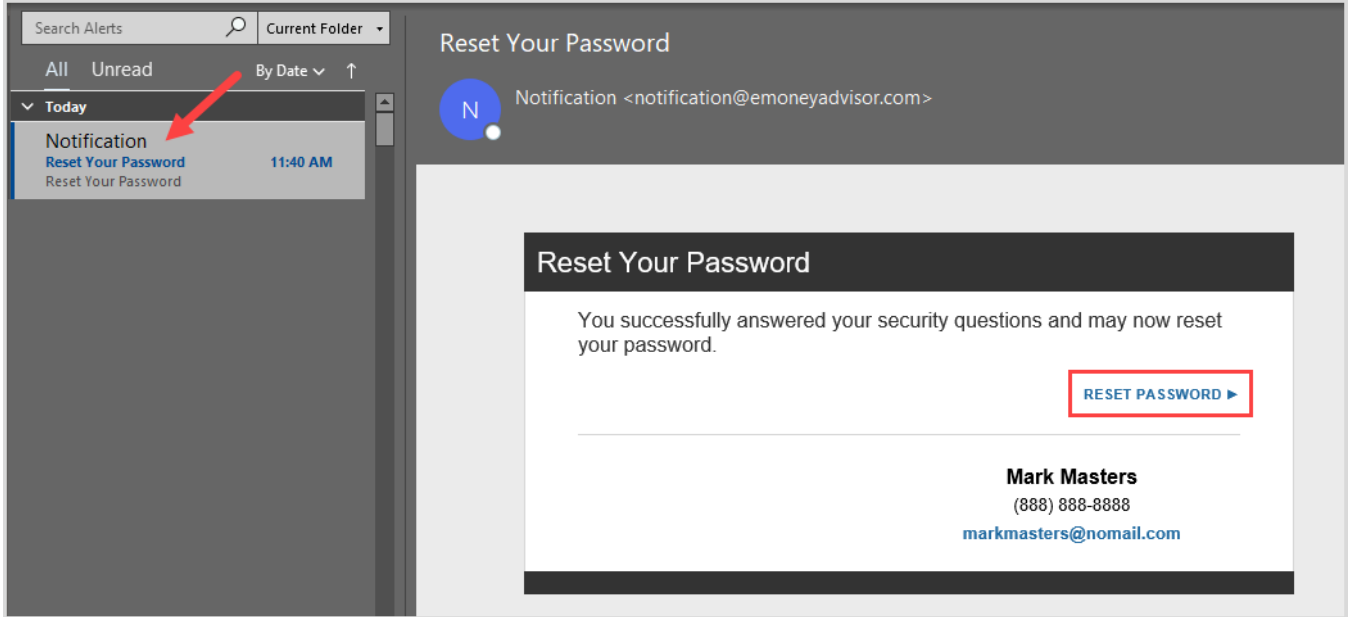
Remember Me

Sign In

[Forgot your password?](#)

# Forgot Your Password?

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



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

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

