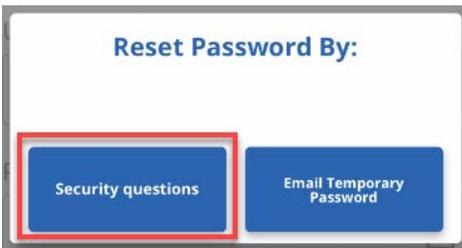


Sandata Mobile Connect (SMC) Resetting a Password or Locked Account

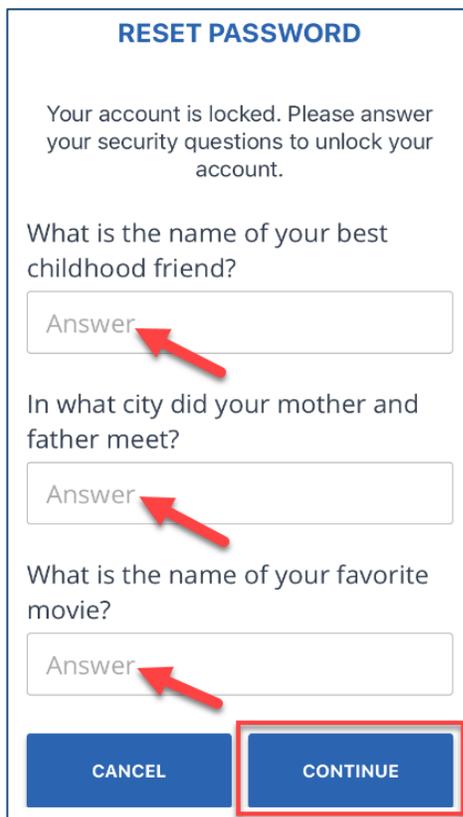
If you enter incorrect information too many times when you are logging into SMC, your SMC account will lock. Whether your account is locked or you just want to change your password with the change password link, you will see a Reset Password pop-up display prompting you to choose how you want to reset your password. The options are: answer the security questions you initially set or receive a temporary password by email.

Reset by Security Questions

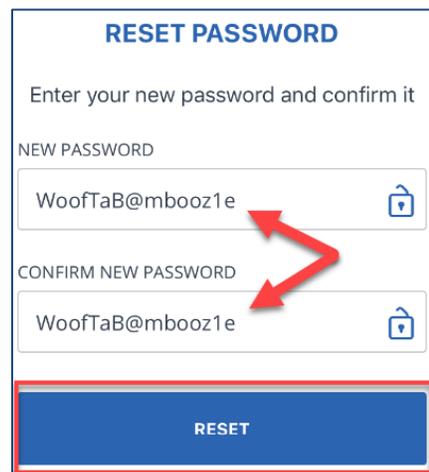
- 1) Tap the **Security questions** button.



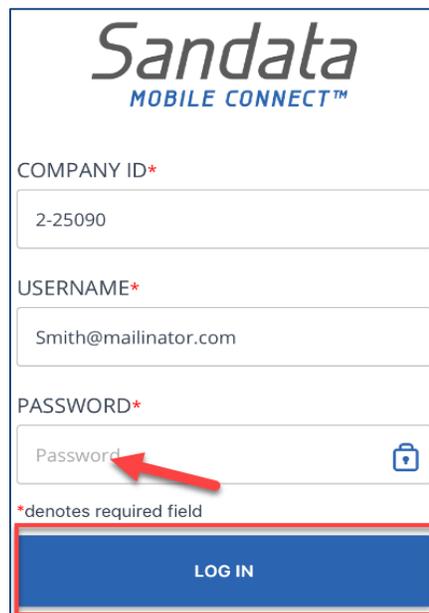
- 2) Answer the security questions displayed and tap the **CONTINUE** button.



- 3) Enter and confirm your new password and tap the **RESET** button.



- 4) Log in to SMC using your new password.



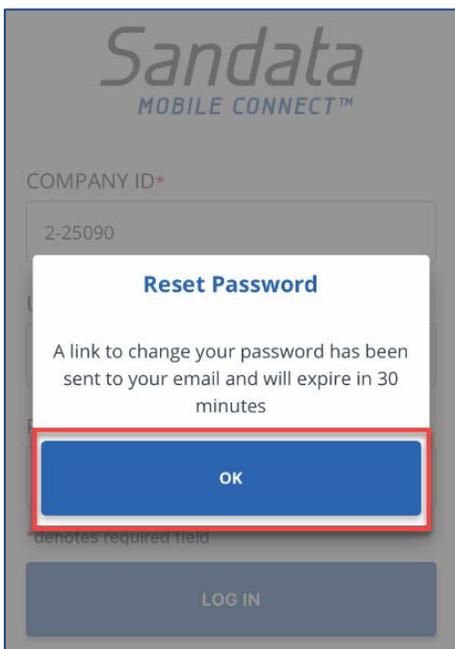
Sandata Mobile Connect (SMC) Resetting a Password or Locked Account

Reset by email

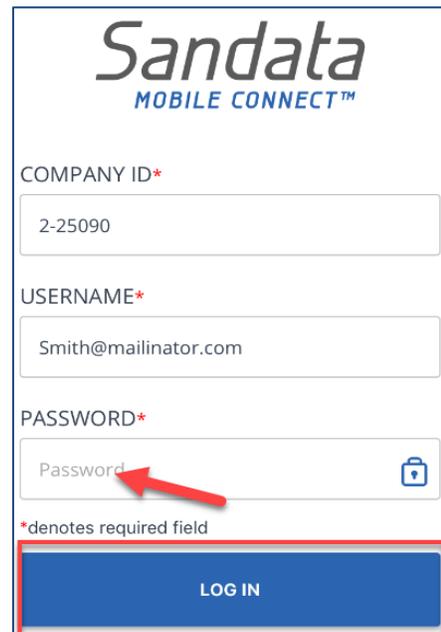
- 1) Tap the **Email Temporary Password** button.



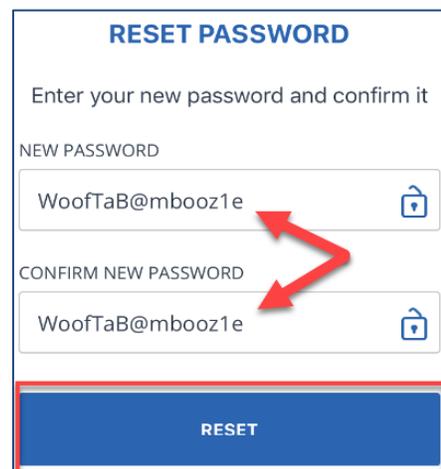
- 2) Tap the **OK** button to the message that your temporary password has been sent to your email.



- 3) Log in to SMC with the temporary password emailed to you.



- 4) Enter and confirm your new password and tap **RESET**.



- 5) Log in to SMC using your new password.