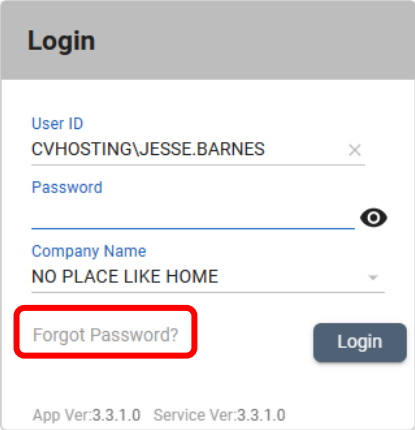


Topic: Resetting your password if you cannot remember it.

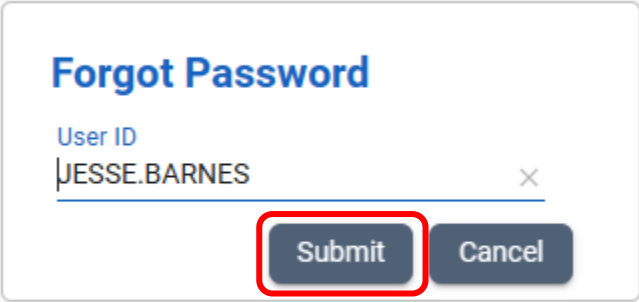
Solution:

1.) Click the Forgot Password? link on the CV login page.



The screenshot shows a login form titled "Login". It contains three input fields: "User ID" with the value "CVHOSTING\JESSE.BARNES", "Password" (masked with a dot), and "Company Name" with the value "NO PLACE LIKE HOME". A "Forgot Password?" link is highlighted with a red box, and a "Login" button is visible to its right. At the bottom, it says "App Ver:3.3.1.0 Service Ver:3.3.1.0".

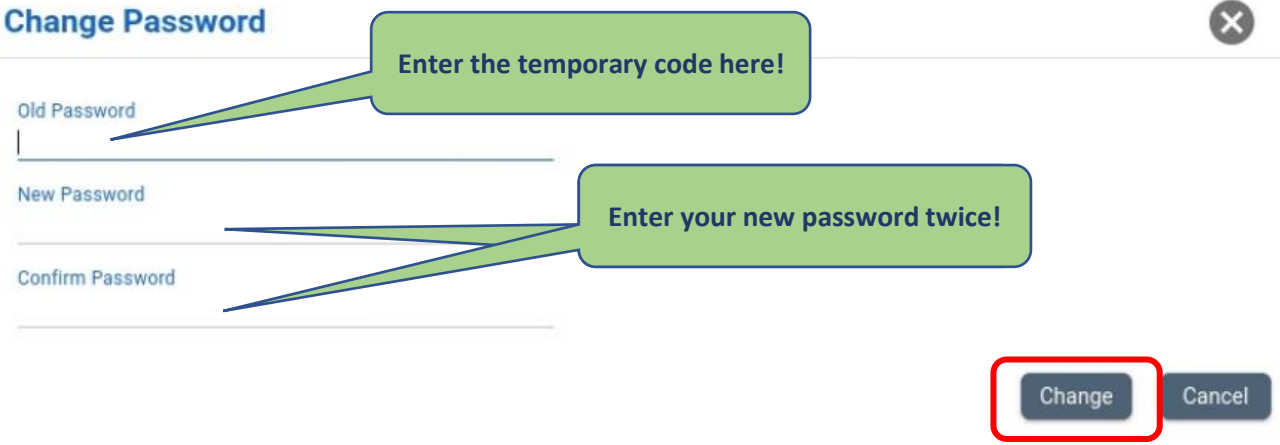
2.) Enter your user ID in the box that pops up and click submit.



The screenshot shows a "Forgot Password" dialog box. It has a "User ID" input field containing "JESSE.BARNES". Below the input field are two buttons: "Submit" and "Cancel". The "Submit" button is highlighted with a red box.

3.) Check your email, they will send you a temporary code.

4.) When you get the email fill out the lines as below, then click Change...



The screenshot shows a "Change Password" dialog box. It has three input fields: "Old Password", "New Password", and "Confirm Password". A green callout bubble points to the "Old Password" field with the text "Enter the temporary code here!". Another green callout bubble points to the "New Password" and "Confirm Password" fields with the text "Enter your new password twice!". At the bottom right, there are two buttons: "Change" and "Cancel". The "Change" button is highlighted with a red box.