

- 1 Go to:
<https://request.gorequire.com/reqclient> then click **Forgot Password**.

NOTE: If you have already received a Password Recovery email, skip to step 3.



The screenshot shows the [r]eRequire login page. At the top right, it says 'A COVIUS SOLUTION'. Below the logo, there are fields for 'Username' and 'Password'. At the bottom, there are two buttons: 'LOGIN' and 'FORGOT PASSWORD?'. The 'FORGOT PASSWORD?' button is circled in red.

- 2 Enter your previously established Username and then click **Password Recovery**.

If you are unsure of your username, call our Business Services Department at 877-505-5400.

You will receive a successful confirmation when the password reset request has been submitted. Click **LOGIN** to return to the Login page.



The first screenshot shows the 'Forgot Password' page with the instruction: 'Please enter your username below. A temporary password will be emailed to the address registered to your account.' Below the 'User Name' field, there are two buttons: 'PASSWORD RECOVERY' and 'CANCEL'. The 'PASSWORD RECOVERY' button is circled in red.

The second screenshot shows a green confirmation banner that says 'Forgot Password successful'. Below it, the 'Forgot Password' page is shown again, but now with the 'LOGIN' button circled in red.

- 3 You will receive an email with a temporary password, sent to the email on file associated with your Username.

NOTE: If you do not receive an email within 5 minutes, check all Junk and Clutter folders. After confirming no email was received, contact reRequire Customer Service to verify email address associated with your Username.



The screenshot shows an email from request@gorequire.com with the subject 'reQuest Password Reset'. The email body contains the message: 'A new password has been generated for you. The new password is: qqAvpwrMV0W'. At the bottom, there is a disclaimer: 'This e-mail and any attachments are intended only for the specified recipients. The email and/or its attachments may contain confidential or proprietary information that might be protected under Federal and/or State law. If you have received the email in error and are not the intended recipient, any use, disclosure, copying, or distribution of the email or information in any attachment is strictly prohibited and could constitute a violation of Federal and/or State law. If you have received this e-mail in error, please notify us immediately by returning it to the sender and deleting this copy from your system. Should you have any questions concerning this disclaimer or the attached email, please contact the sender.'

4

Return to:
<https://request.gorequire.com/reqclient>.

Enter Username and temporary password, then click **LOGIN**.



[r]eRequire | A COVIUS SOLUTION

Login

Username

Password

LOGIN FORGOT PASSWORD?

5

On the Change Password screen re-enter the temporary password in **Current Password**.

Select your new password and retype to confirm. Then click **Change Password**.

NOTE: Passwords must:

- Have 8-25 characters
- Contain at least 1 number
- Contain at least 1 special character (!, @, #, \$, &, *, ?,)
- Can not be a password used in password history.



[r]eRequire | A COVIUS SOLUTION

Change Password

Current Password

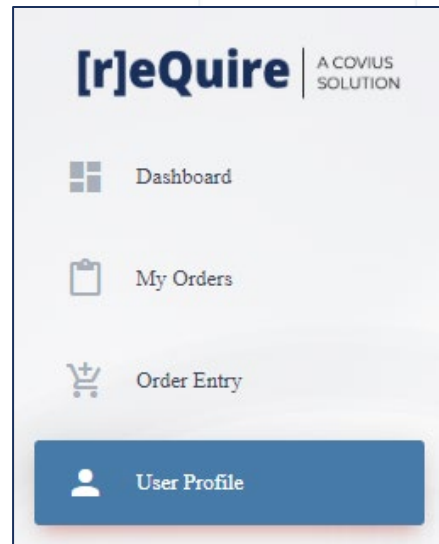
New Password

Confirm Password

CHANGE PASSWORD

6 Once logged in, you may also change your password through the **User Profile**.

From the navigation, select **User Profile**.



7 Once in your User Profile click **Change Password**.

Enter your current password into the Current Password box.

Select your new password and retype to confirm. Then click **Change Password**.



NOTE: Passwords must:

- Have 8-25 characters
- Contain at least 1 number
- Contain at least 1 special character (!, @, #, \$, &, *, ?,)
- Can not be a password used in password history.