Prepaid Legal Service Plan Seller

Online Registration Procedures

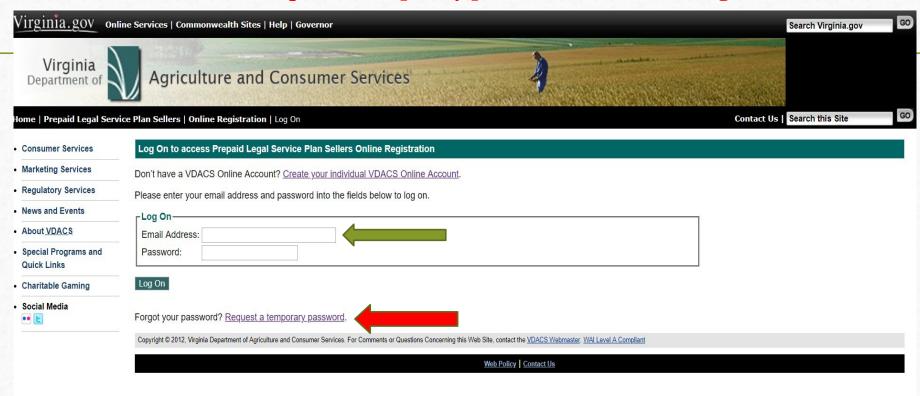
For Requesting a New Password

PLEASE NOTE:

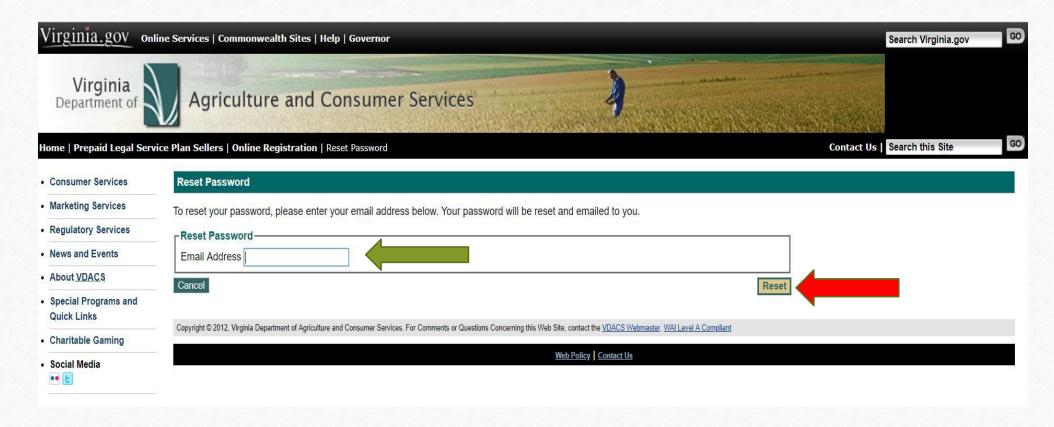
- Too many unsuccessful login attempts will lock your account. We cannot unlock it you must wait for 30 minutes before you'll be able to attempt to login again.
- While you can request a temporary password as often as needed, you cannot change your password more than once in a 24 hour period. This office cannot unlock your account you must wait the 24 hour period before trying again.
- An example of a good password is: **2019LSPisdone!** The password must contain the required elements, but be simple enough for you to remember.

To request a new password:

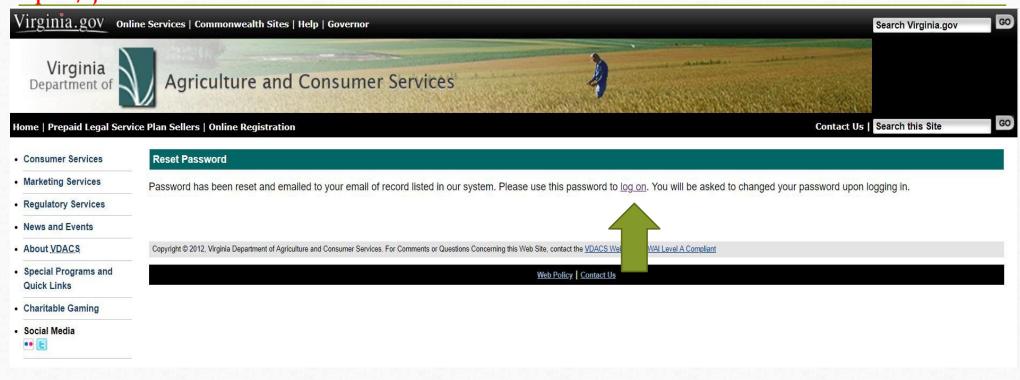
- 1. Enter the email address you used when you created your account;
- 2. Click on "Request a temporary password" below the LogOn box



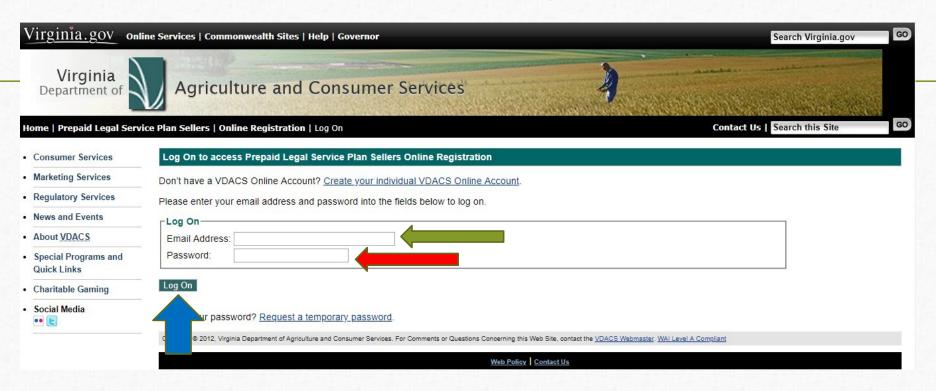
Follow the next step instructions by **entering your email** (the one you originally used to create your account) and **click on "Reset"**



If the system recognizes the email you entered, you will see a screen like the one below advising that a temporary password had been sent to you. (If you get a message that the system does not recognize your email, you will need to call us to confirm the correct email for the account. DO NOT create a duplicate account, as this will delay processing. If the email we have associated with your account is no longer a good email, we can change the email to your current email. Once you have received the email with your temporary password, click the link in the email to return to the log on page, or use the "log on" link on this page. If you don't receive an email in your inbox, please check your spam/ junk folders.



Now that you have your temporary password, enter your email address and type the temporary password (exactly as it was written in the email as the password is case sensitive) into the "Password" box and click the LogOn button.



To change your password:

- 1. Enter the temporary password in the box for the "current password/temporary password."
- 2. Create a new password containing all of the required elements listed. Please Note: the system only recognizes the following special characters: () _ . ! % ^ , []. If any other character is used, the system will reject your password.
- 3. Re-enter your new password in the "Confirm New Password" box and click "Change Password"

Change Password Your password was expired. Please change your password. Change Password							
					Current Password:		
					New Password:		
	Your password is case-sensitive and must have at least:						
	- 14 characters minimum						
	- 1 uppercase letter (A-Z)						
	- 1 lowercase letter (a-z)						
	- 1 digit (0-9)						
	- 1 of these characters: ! % ^ () , []						
Confirm New Password:							
Cancel		Change Password					

If your new password does match or meet the requirements you will receive the **red** error message below and need to create a new password that meets the five requirements listed under "New Password."

*REMEMBER - ONLY THE ELEVEN SPECIAL CHARACTERS LISTED MAY BE USED!

Change Password Your password was expired. Please change your password.				
Current Password:	•••••			
New Password:	•••••	Password is not strong enough or does not meet the complexity rule.		
	Your password is case-sensit - 14 characters minimum - 1 uppercase letter (A-Z) - 1 lowercase letter (a-z) - 1 digit (0-9) - 1 of these characters: ! %			
Confirm New Passwor	d: [
Cancel			Change Password	