Password Reset Process for agents in salesforce:

- 1. Login to win.iclportal.com and search for the agent
- 2. In the Contacts section of the search results, click on the agent's name
- 3. Click the Reset Password button
- 4. Confirm the action NOTE: The system will inform you if the password reset was successful
- 5. Upon successful submission, the agent will receive a password reset email