
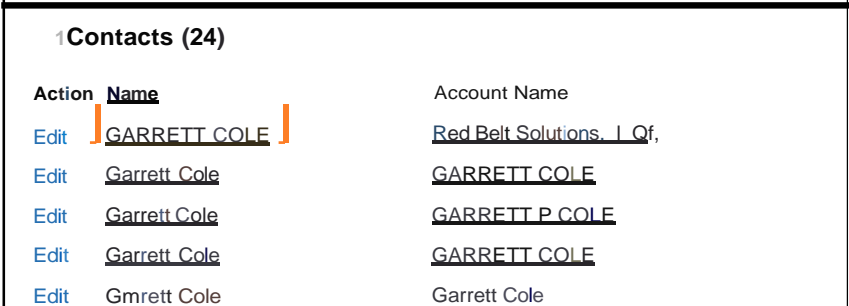
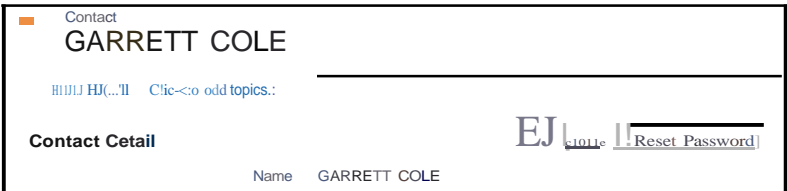


SALESFORCE UPDATE

You will now be able to use Salesforce to reset the agents' passwords in your office. The following functional roles will have the ability to reset passwords within their office: **ICL Owner**, **Assistant Manager**, and **Recruiter**. See below for parameters and process.

- **ICL owners** can reset anyone's password in their office, including their own
- **Assistant managers** can reset passwords of recruiters, agents, and themselves within their office, but not the ICL Owner
- **Recruiters** can reset passwords of assistant managers, agents, and themselves within their office, but not the ICL Owner
- If an agent is locked out after 3 unsuccessful login attempts, **they will still have to wait 15 minutes**

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