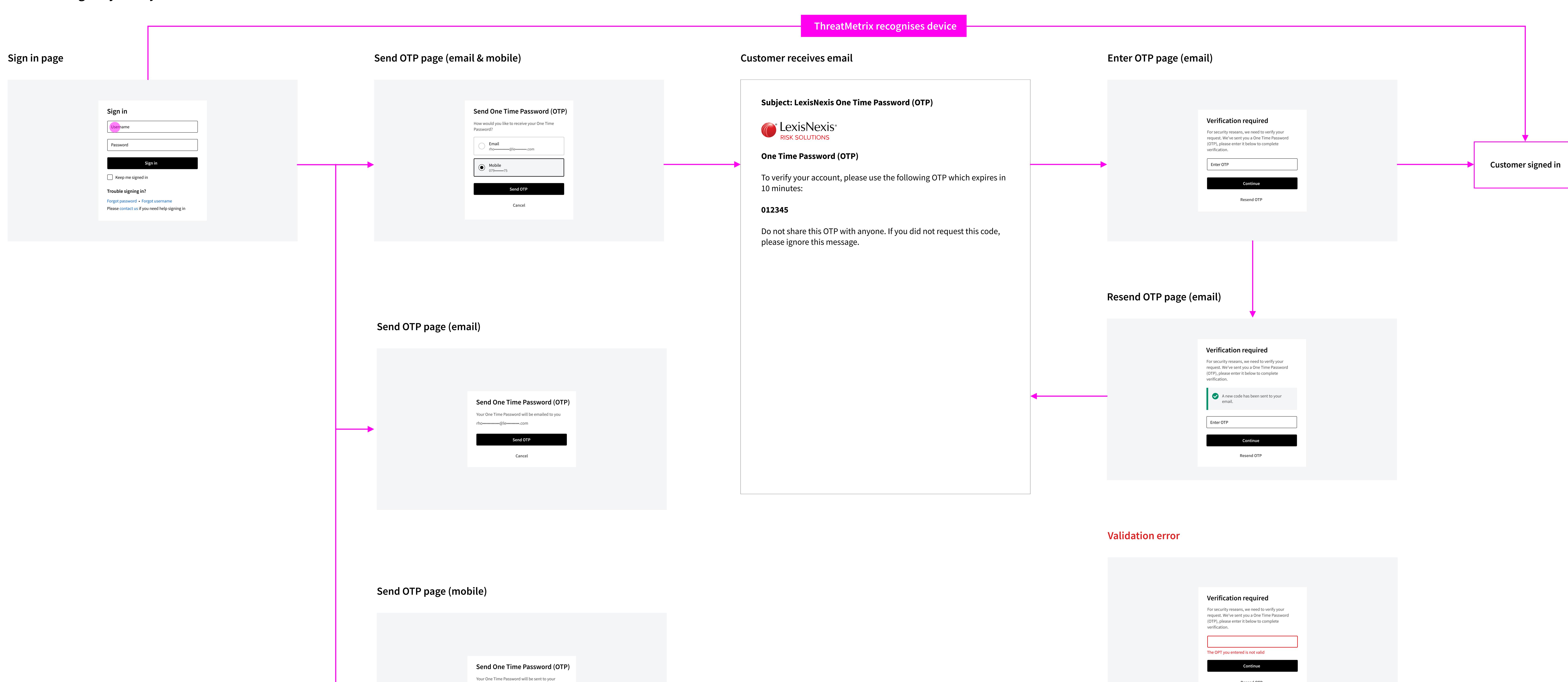
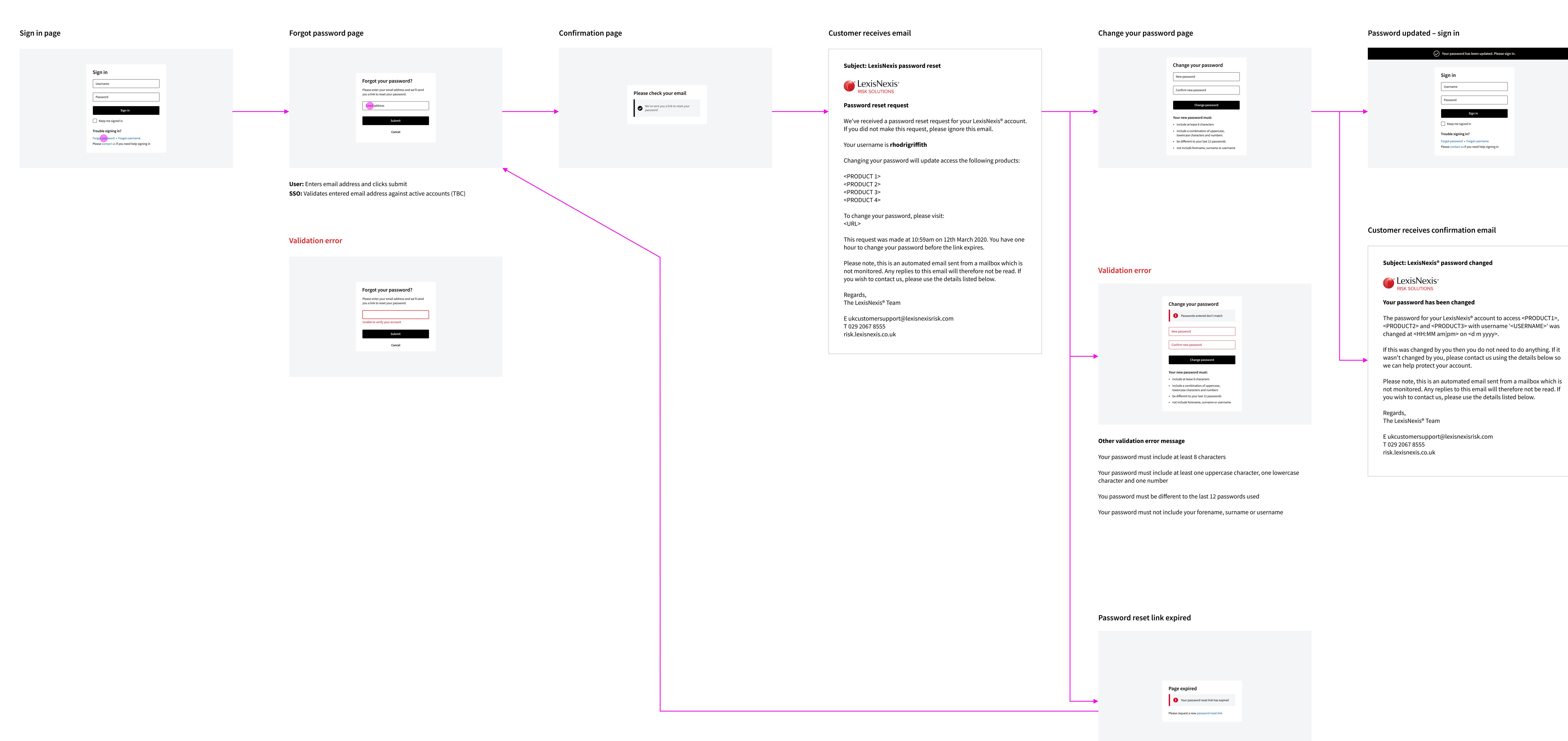
Customer sign in journey



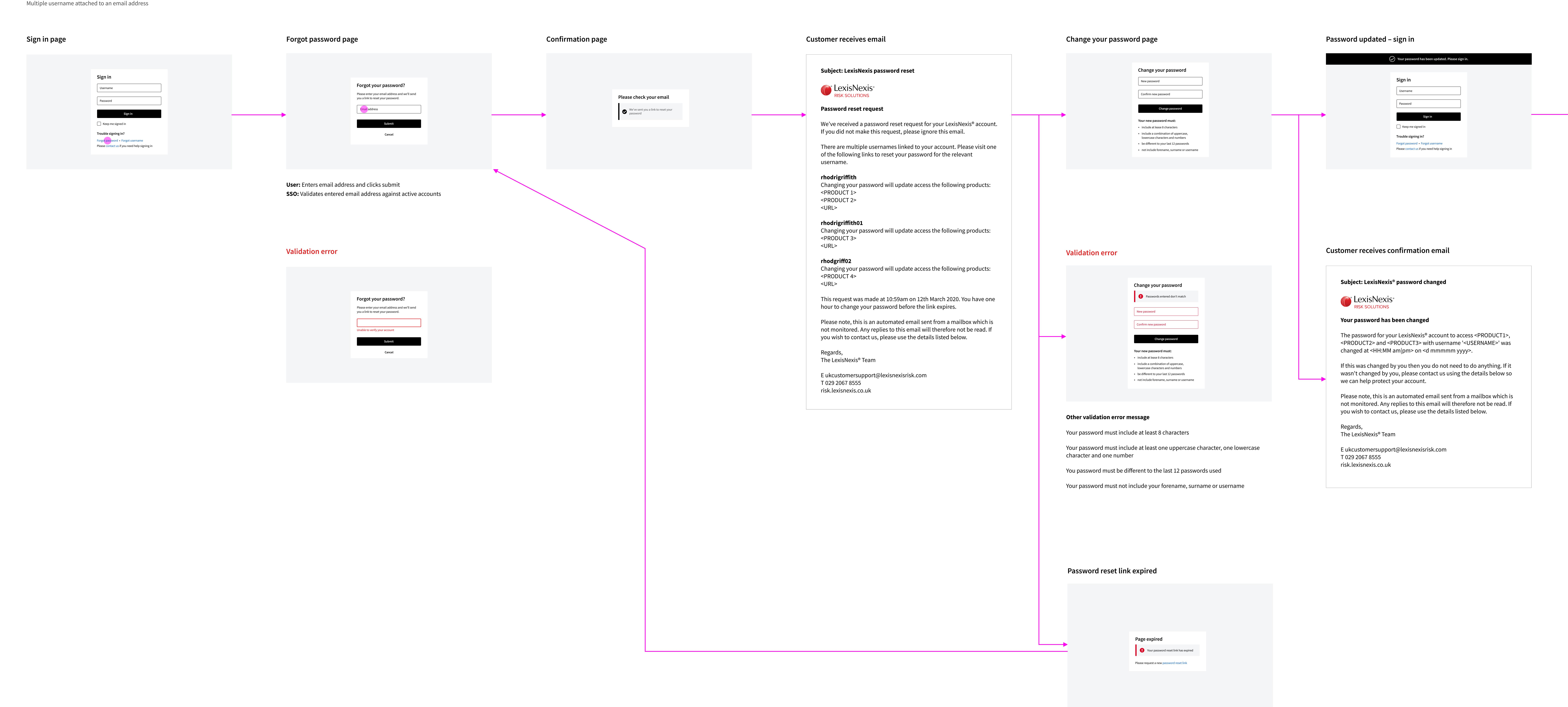
Resend OTP

Forgot password journey

Single username attached to an email address



Forgot password journey



Forgot password journey – Option 2

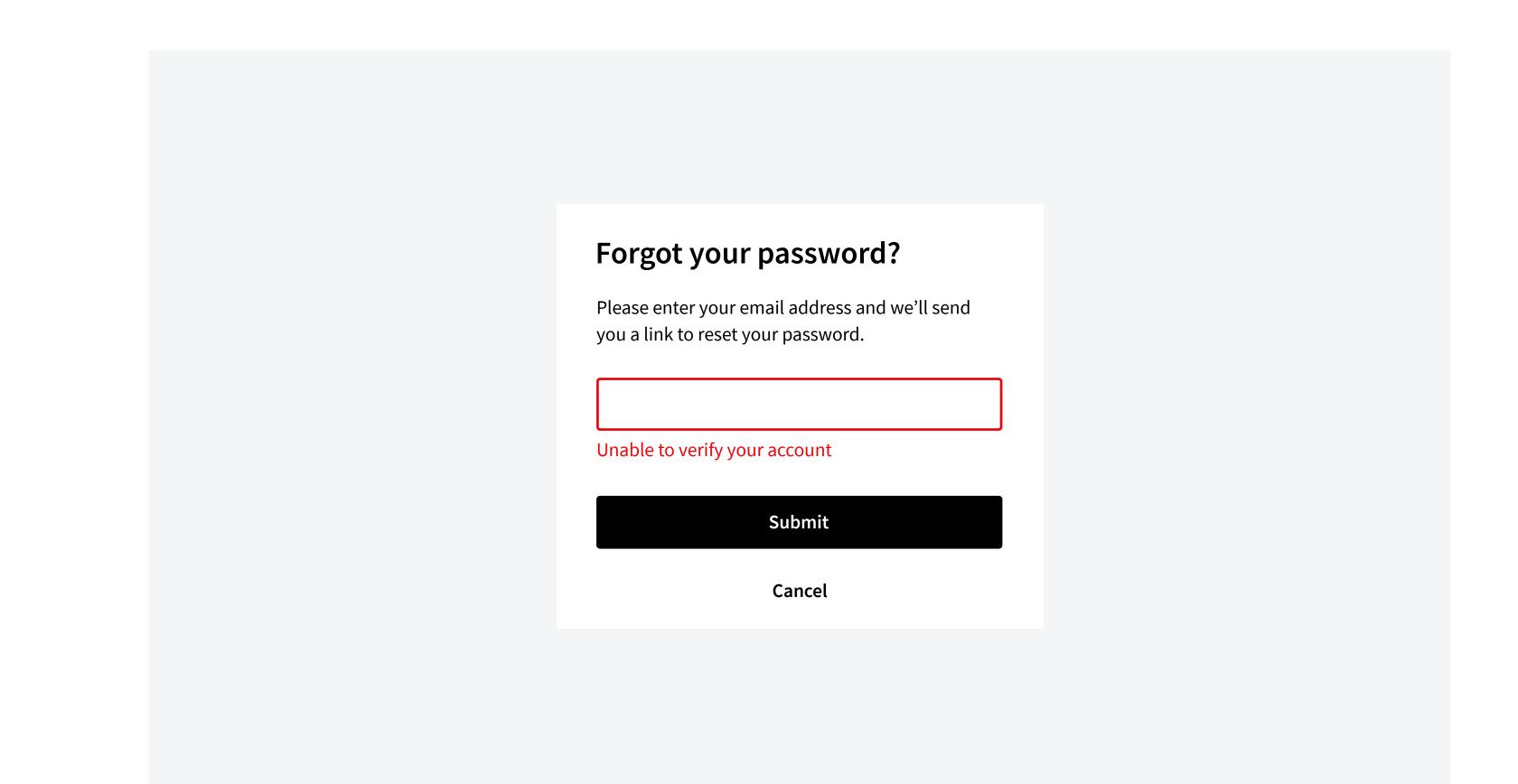
Multiple username attached to an email address

Sign in page Forgot password page Sign in Forgot your password? Username Please enter your email address and we'll send you a link to reset your password. Password Sign in Submit Trouble signing in?

Forgot password • Forgot username

Please contact us if you need help signing in User: Enters email address and clicks submit SSO: Validates entered email address against active accounts

Validation error



Select username

Select account username

for that account.

rhodrigriffith

rhodrigriffith01

rhodgriff02

There are multiple accounts linked to the email

address you provided. Please select a username

and we'll send you a link to reset your password

Confirmation page Please check your email

We've sent you a link to reset your password

Customer receives email Subject: LexisNexis password reset LexisNexis® RISK SOLUTIONS Password reset request We've received a password reset request for your LexisNexis® account. If you did not make this request, please ignore this email. Your username is rhodgriff02 Changing your password will update access the following products: <PRODUCT 4> To change your password, please visit: This request was made at 10:59am on 12th March 2020. You have one hour to change your password before the link expires.

you wish to contact us, please use the details listed below. Regards, The LexisNexis® Team E ukcustomersupport@lexisnexisrisk.com T 029 2067 8555

risk.lexisnexis.co.uk

Please note, this is an automated email sent from a mailbox which is

not monitored. Any replies to this email will therefore not be read. If

Change our password page Change your password

> Confirm new password Change password Your new password must: include at lease 8 characters include a combination of uppercase, lowercase characters and numbers • be different to your last 12 passwords • not include forename, surname or username

Validation error

Change your password Passwords entered don't match New password Confirm new password Change password Your new password must: include at lease 8 characters include a combination of uppercase, lowercase characters and numbers be different to your last 12 passwords not include forename, surname or username

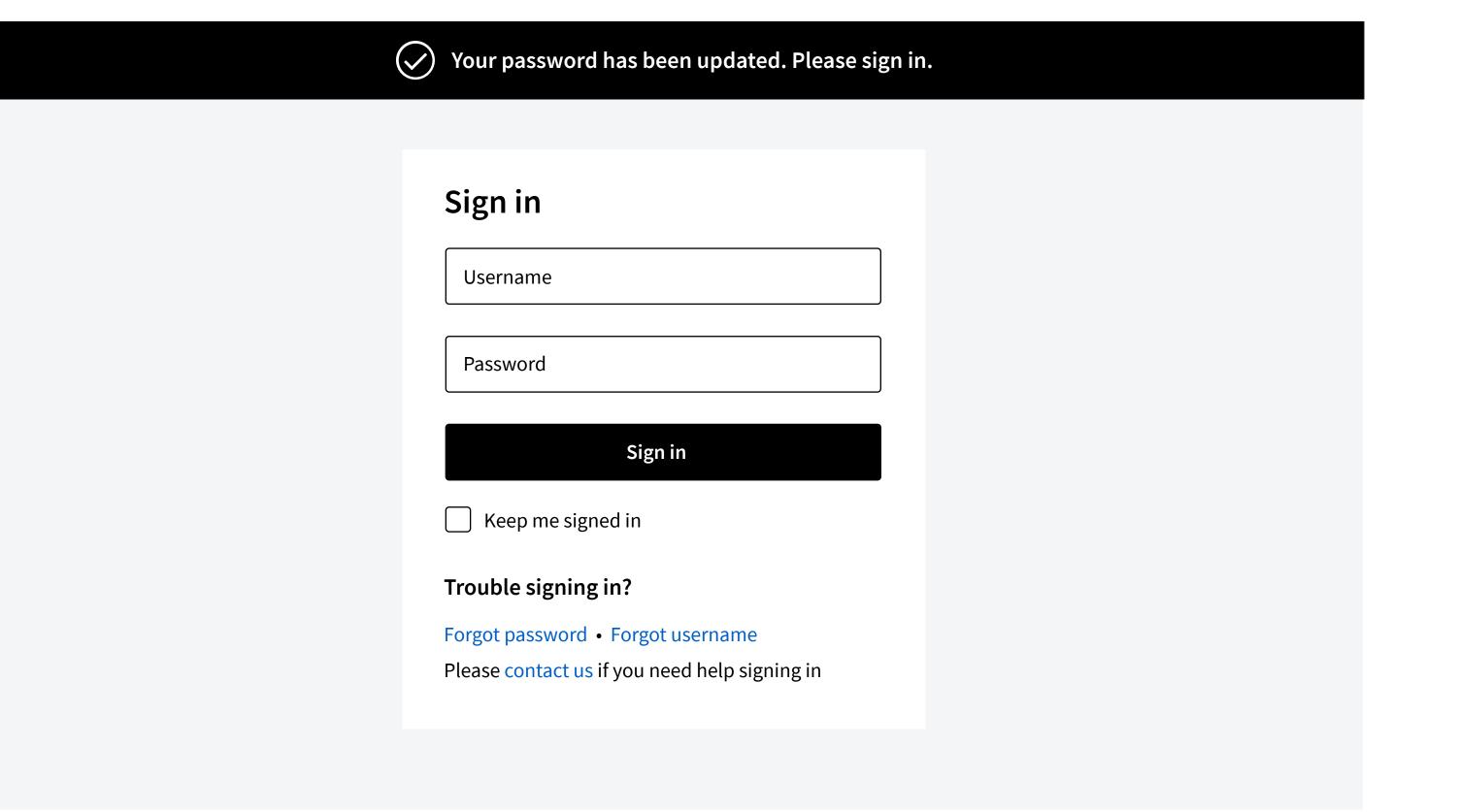
Other validation error message

Your password must include at least 8 characters

Your password must include at least one uppercase character, one lowercase character and one number

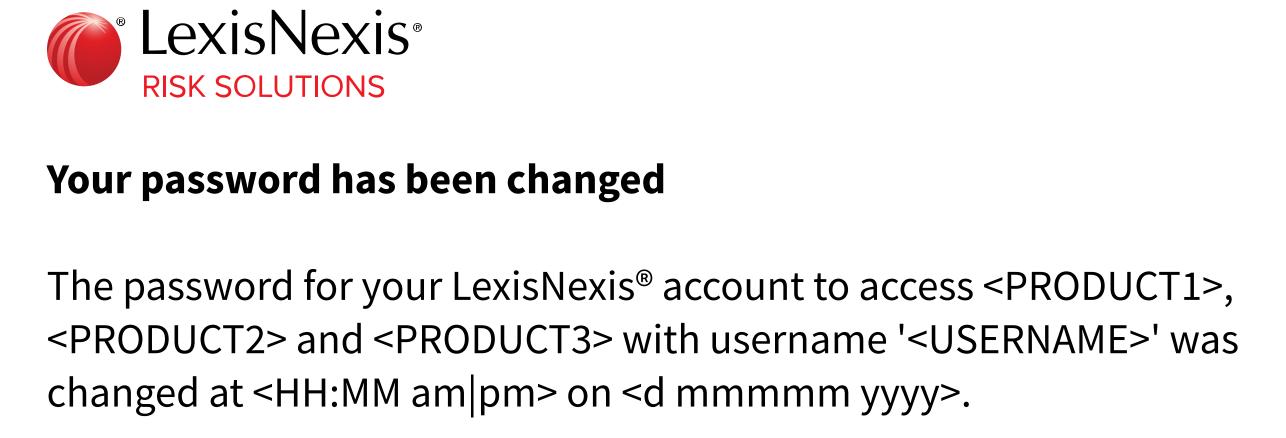
You password must be different to the last 12 passwords used

Change our password page



Customer receives confirmation email

Subject: LexisNexis® password changed



If this was changed by you then you do not need to do anything. If it wasn't changed by you, please contact us using the details below so we can help protect your account.

Please note, this is an automated email sent from a mailbox which is not monitored. Any replies to this email will therefore not be read. If you wish to contact us, please use the details listed below.

The LexisNexis® Team

E ukcustomersupport@lexisnexisrisk.com T 029 2067 8555 risk.lexisnexis.co.uk

Your password must not include your forename, surname or username

Forgot username journey

Single username attached to an email address

Sign in page

Sign in

Username

Password

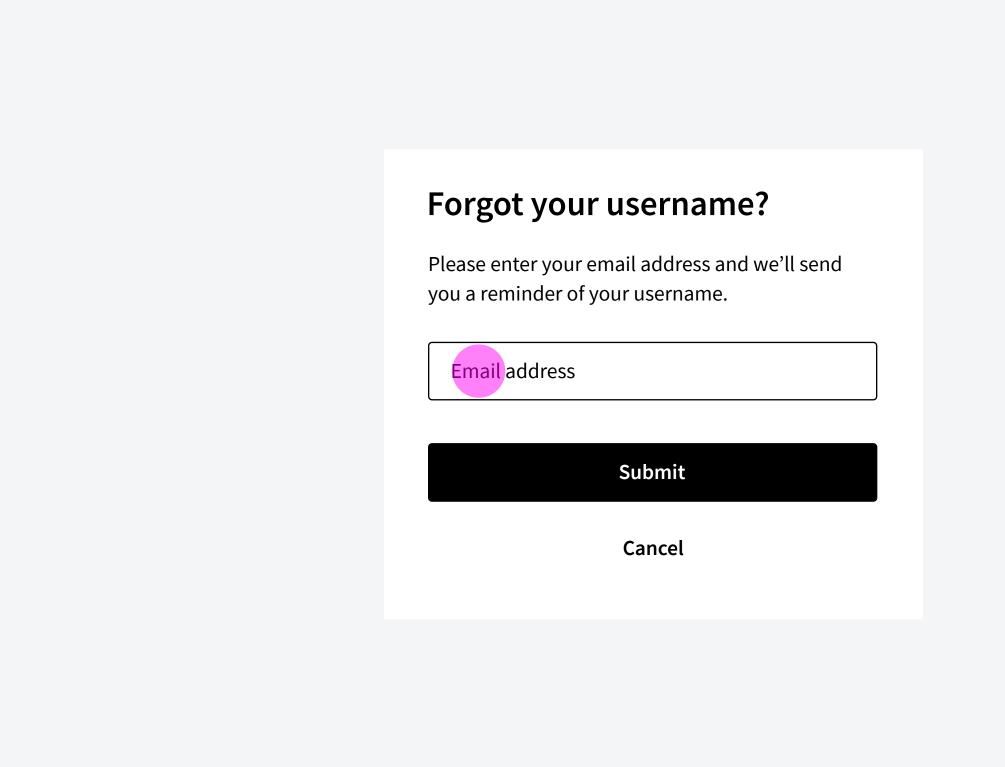
Sign in

Keep me signed in

Trouble signing in?

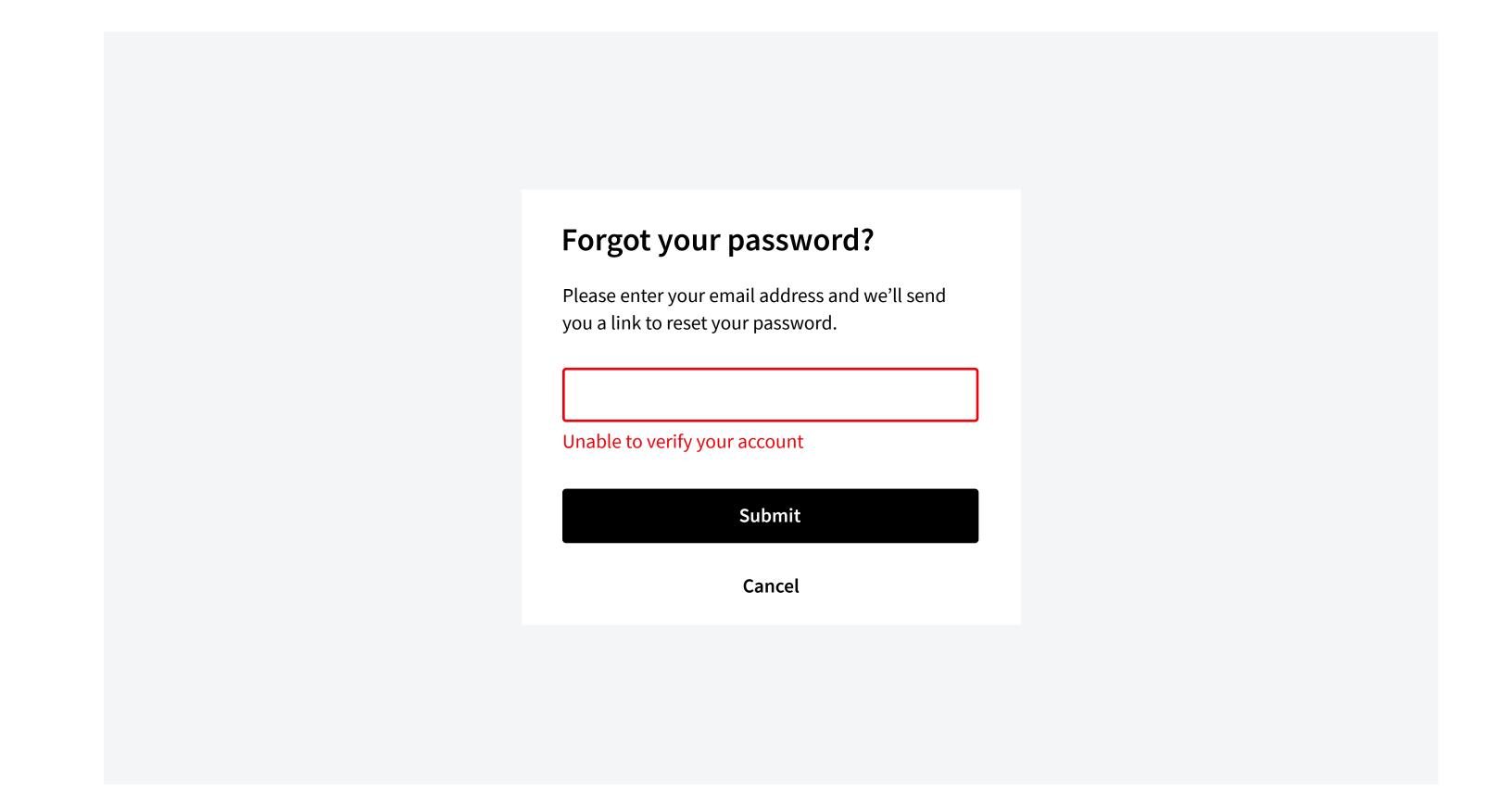
Forgot password • Forgot username
Please contact us if you need help signing in

Forgot usename page

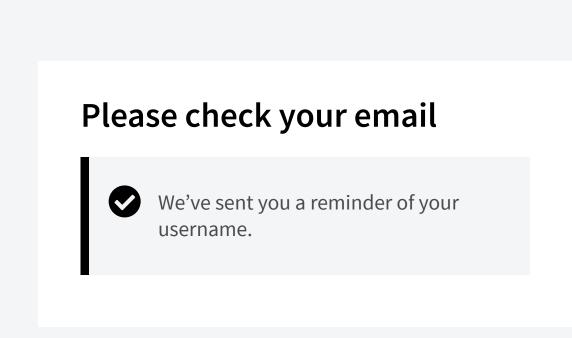


User: Enters email address and clicks submit **SSO:** Validates entered email address against active accounts

Validation error



Confirmation page



Customer receives email

Subject: LexisNexis username reminder



Username reminder

We've received a request to remind you of your LexisNexis® username. If you did not make this request, please ignore this email.

Your username is rhodrigriffith

This username can be used to access the following products:

<PRODUCT 1>

<PRODUCT 2>

<PRODUCT 3> <PRODUCT 4>

This request was made at 10:59am on 12th March 2020. You have one hour to change your password before the link expires.

Please note, this is an automated email sent from a mailbox which is not monitored. Any replies to this email will therefore not be read. If you wish to contact us, please use the details listed below.

Regards

The LexisNexis® Team

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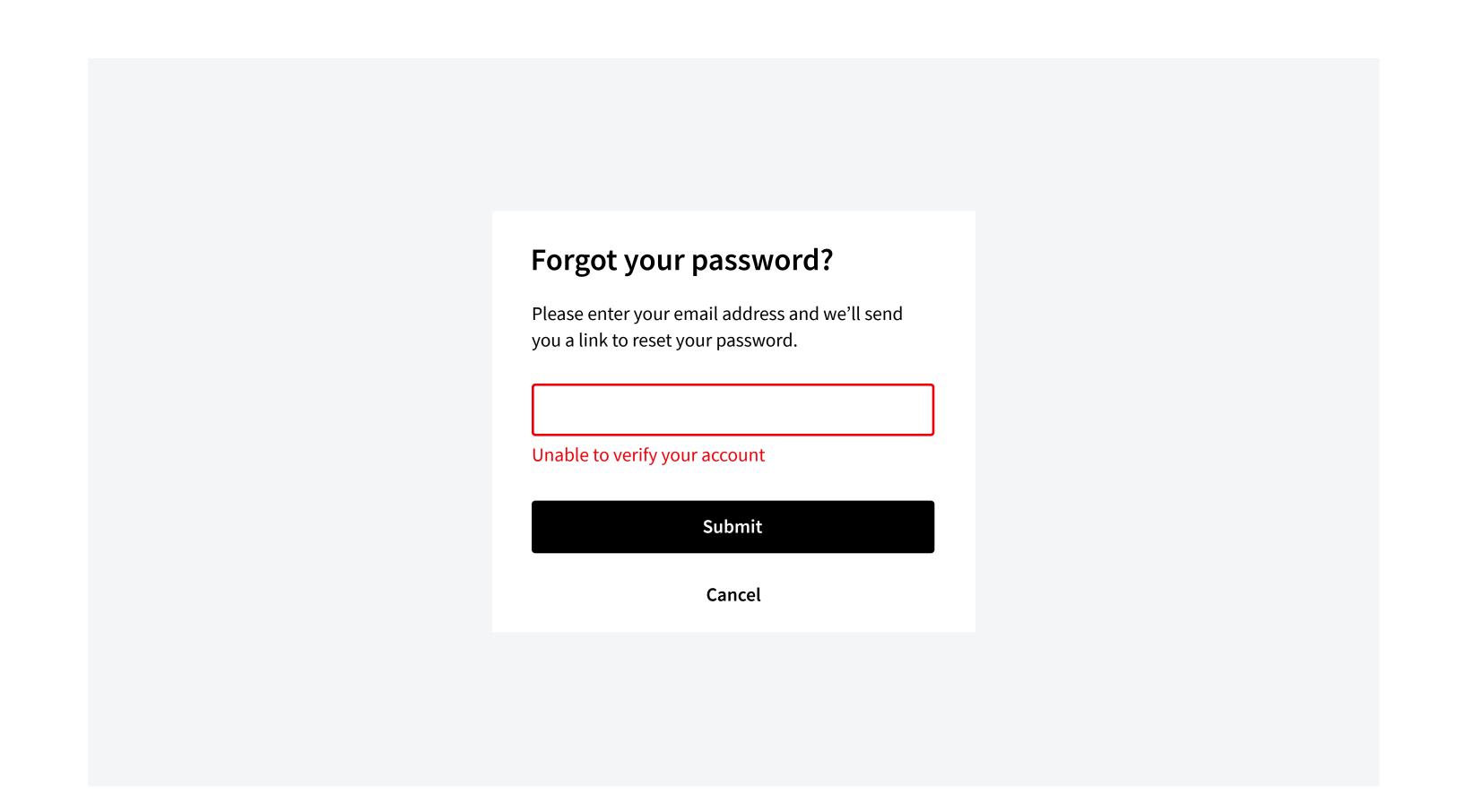
Forgot username journey

Multiple usernames attached to an email address

Sign in Overrace | Sign in | Proget your username? |

User: Enters email address and clicks submit **SSO:** Validates entered email address against active accounts

Validation error



Customer receives email

Subject: LexisNexis username reminder



Username reminder

We've received a request to remind you of your LexisNexis® username. If you did not make this request, please ignore this email.

There are multiple usernames linked to this email address.

rhodrigriffith has access to <PRODUCT 1> and <PRODUCT 2>.

rhodrigriffith01 has access to <PRODUCT 3>

rhodgriff02 has access to <>PRODUCT 4>

Please note, this is an automated email sent from a mailbox which is not monitored. Any replies to this email will therefore not be read. If you wish to contact us, please use the details listed below.

Regards,

The LexisNexis® Team

E ukcustomersupport@lexisnexisrisk.com T 029 2067 8555 risk.lexisnexis.co.uk

Account locked journey

Scenario: Customer enters password incorrectly 3 times

Customer receives email

Subject: LexisNexis account locked LexisNexis® RISK SOLUTIONS **Account locked** Your LexisNexis® account to access < PRODUCT1>, < PRODUCT2> and <PRODUCT3> with username '<USERNAME>' has been locked because your password has been entered incorrectly 3 times. To unlock your account please reset your password by visiting <URL>. Your account was locked at 10:59am on 12th March 2020. You have one hour to change your password before the link expires. Please note, this is an automated email sent from a mailbox which is not monitored. Any replies to this email will therefore not be read. If you wish to contact us, please use the details listed below. The LexisNexis® Team E ukcustomersupport@lexisnexisrisk.com T 029 2067 8555 risk.lexisnexis.co.uk

Change your password page Password updated – sign in

Change your password

Change password

Confirm new password

Your new password must:

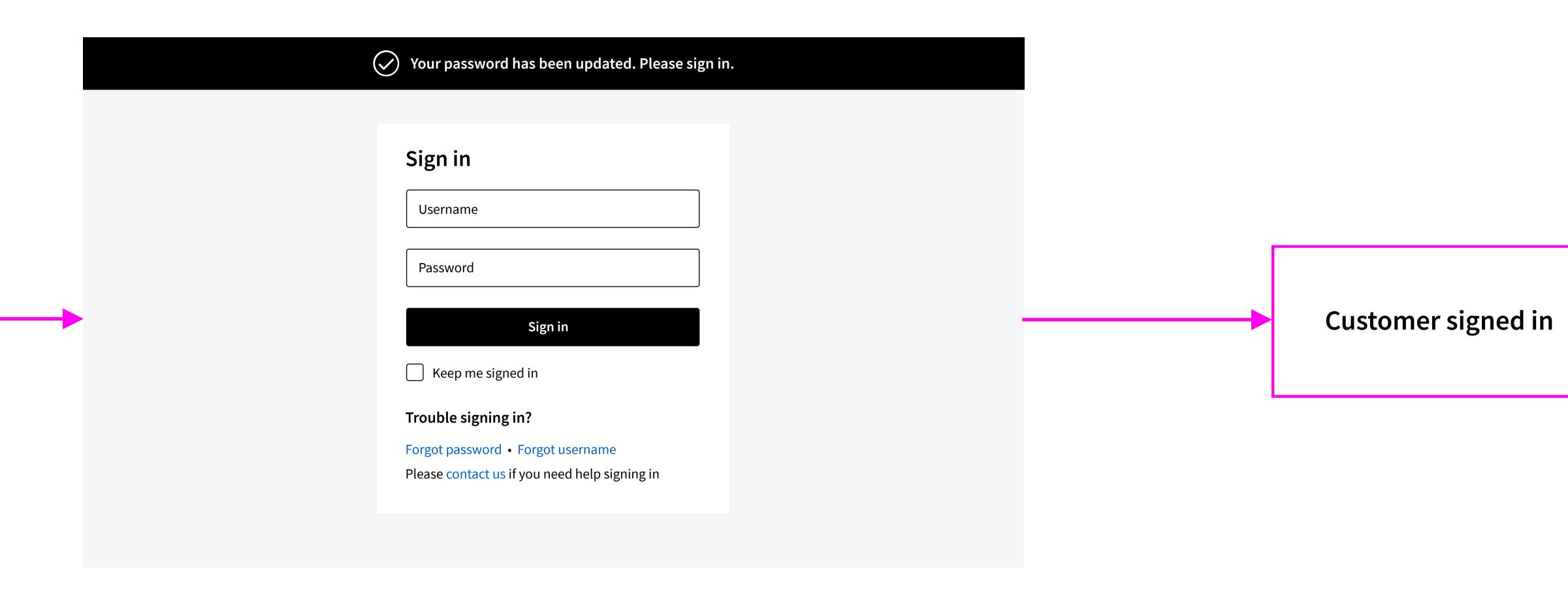
include at lease 8 characters

• include a combination of uppercase,

lowercase characters and numbers

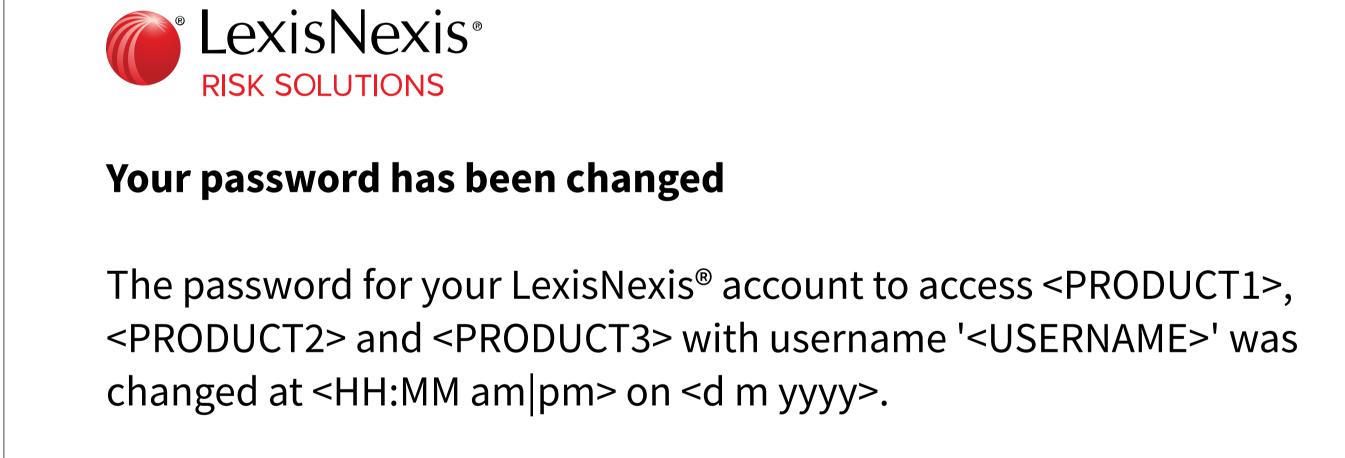
be different to your last 12 passwords

not include forename, surname or username



Customer receives confirmation email

Subject: LexisNexis® password changed



If this was changed by you then you do not need to do anything. If it wasn't changed by you, please contact us using the details below so we can help protect your account.

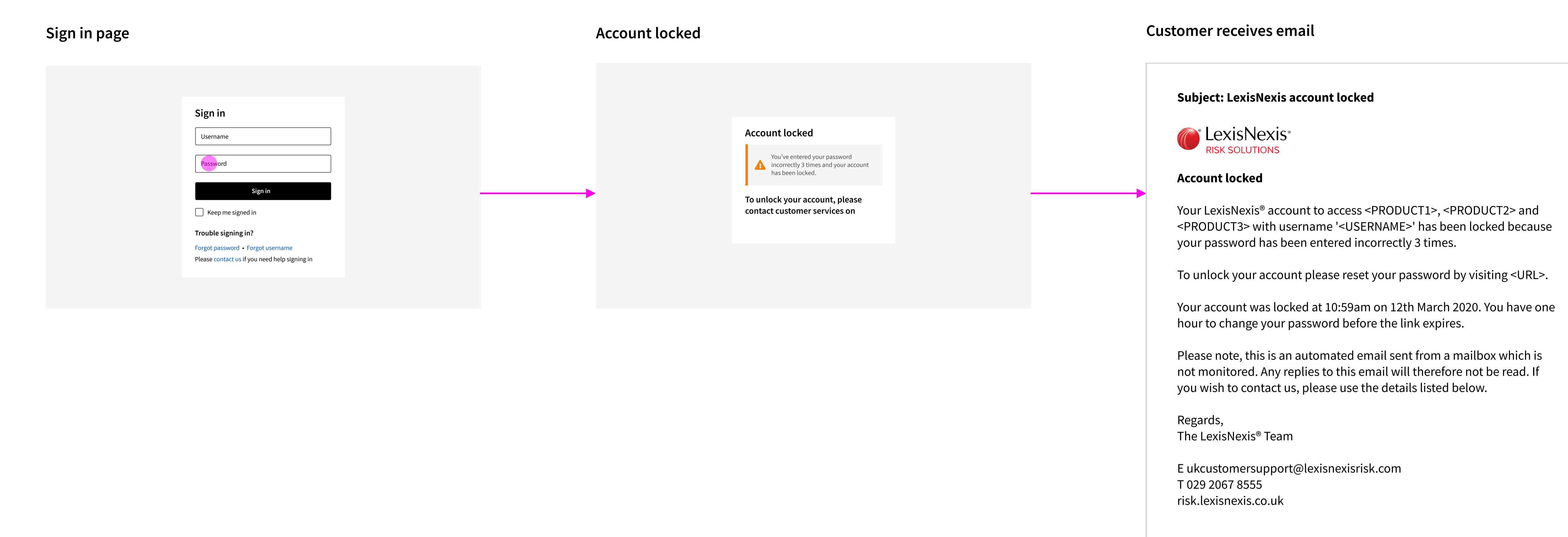
Please note, this is an automated email sent from a mailbox which is not monitored. Any replies to this email will therefore not be read. If you wish to contact us, please use the details listed below.

The LexisNexis® Team

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Account locked journey

Scenario: Customer account is locked due to unpaid invoice



Password updated – sign in Change your password page Your password has been updated. Please sign in. Change your password Sign in Confirm new password Change password **Customer signed in** Sign in Your new password must: Keep me signed in include at lease 8 characters • include a combination of uppercase, Trouble signing in? lowercase characters and numbers be different to your last 12 passwords Please contact us if you need help signing in not include forename, surname or username

Customer receives confirmation email

Your password has been changed

we can help protect your account.

E ukcustomersupport@lexisnexisrisk.com

The LexisNexis® Team

T 029 2067 8555

risk.lexisnexis.co.uk

LexisNexis® RISK SOLUTIONS

Subject: LexisNexis® password changed

changed at <HH:MM am|pm> on <d m yyyy>.

The password for your LexisNexis® account to access <PRODUCT1>,

<PRODUCT2> and <PRODUCT3> with username '<USERNAME>' was

If this was changed by you then you do not need to do anything. If it

wasn't changed by you, please contact us using the details below so

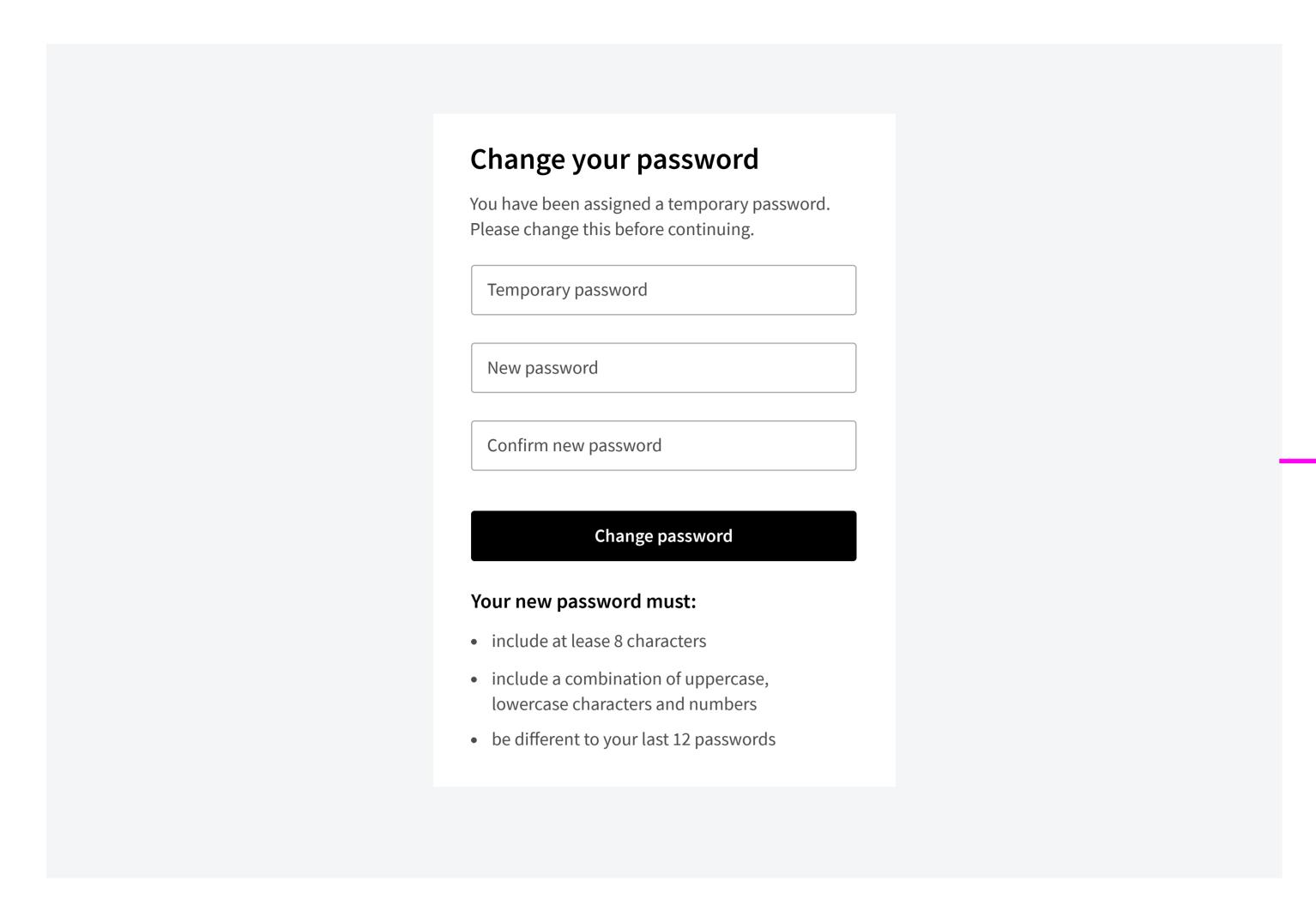
Please note, this is an automated email sent from a mailbox which is

not monitored. Any replies to this email will therefore not be read. If

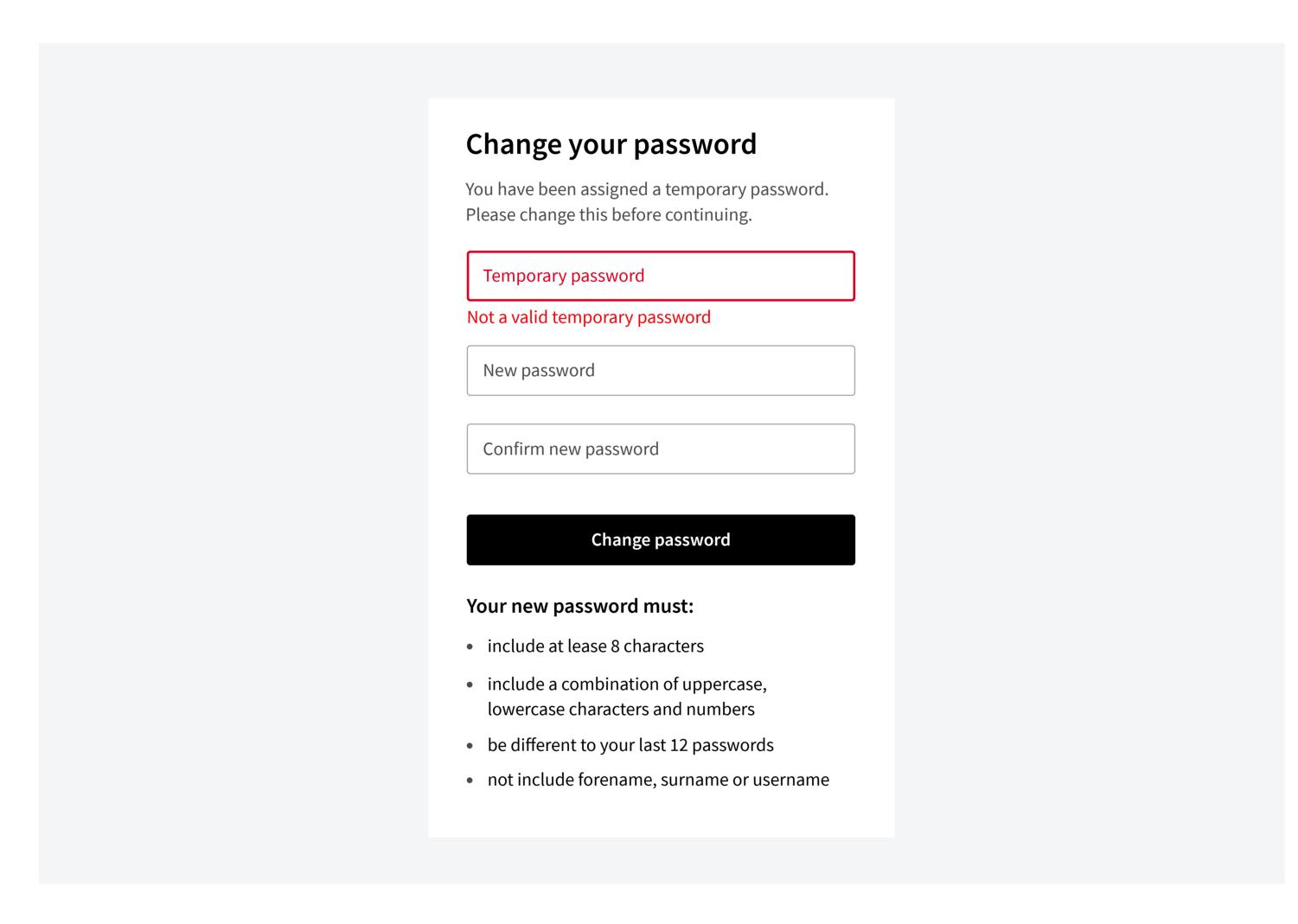
you wish to contact us, please use the details listed below.

Temporary password journey

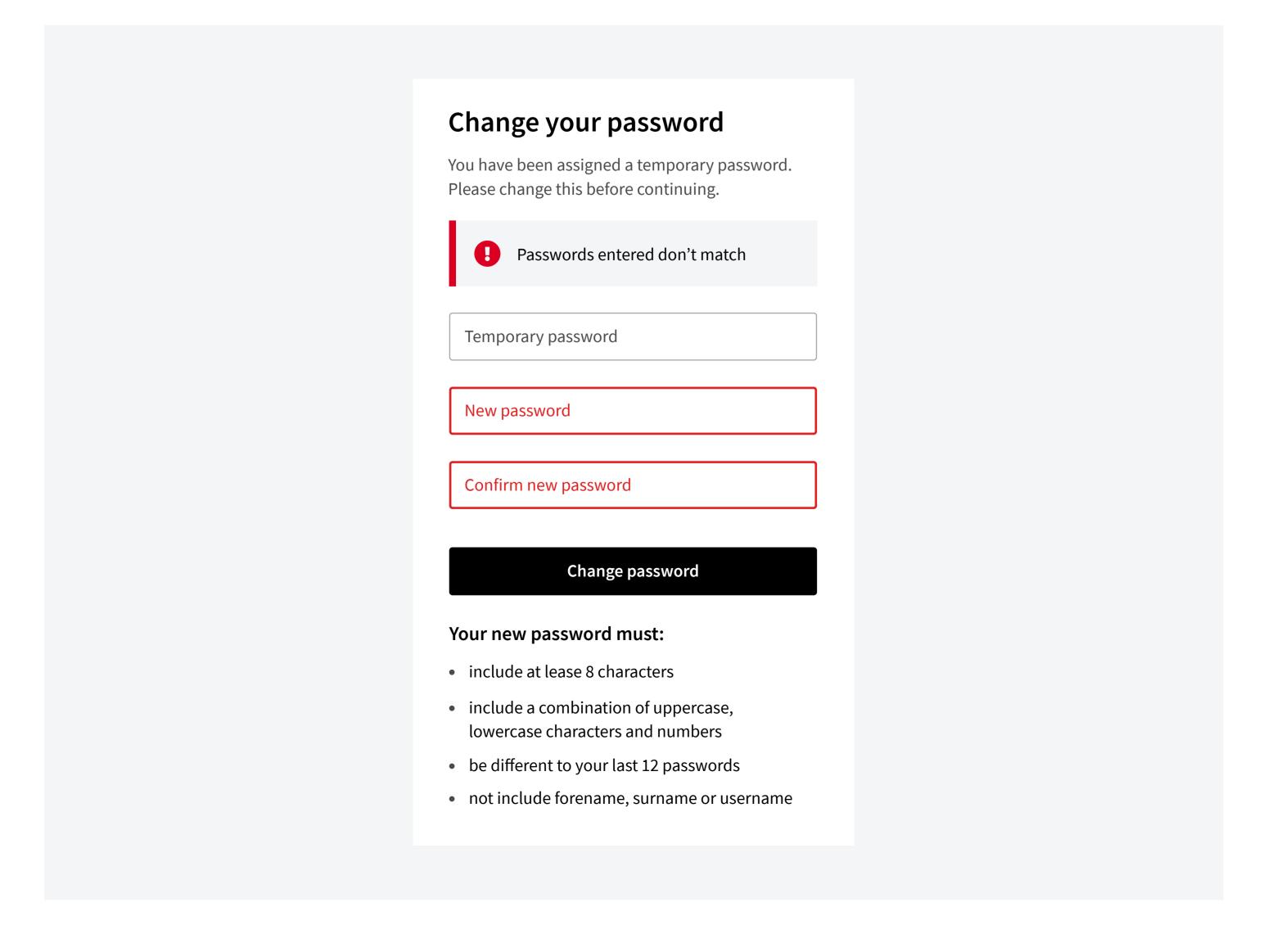
Temporary password page



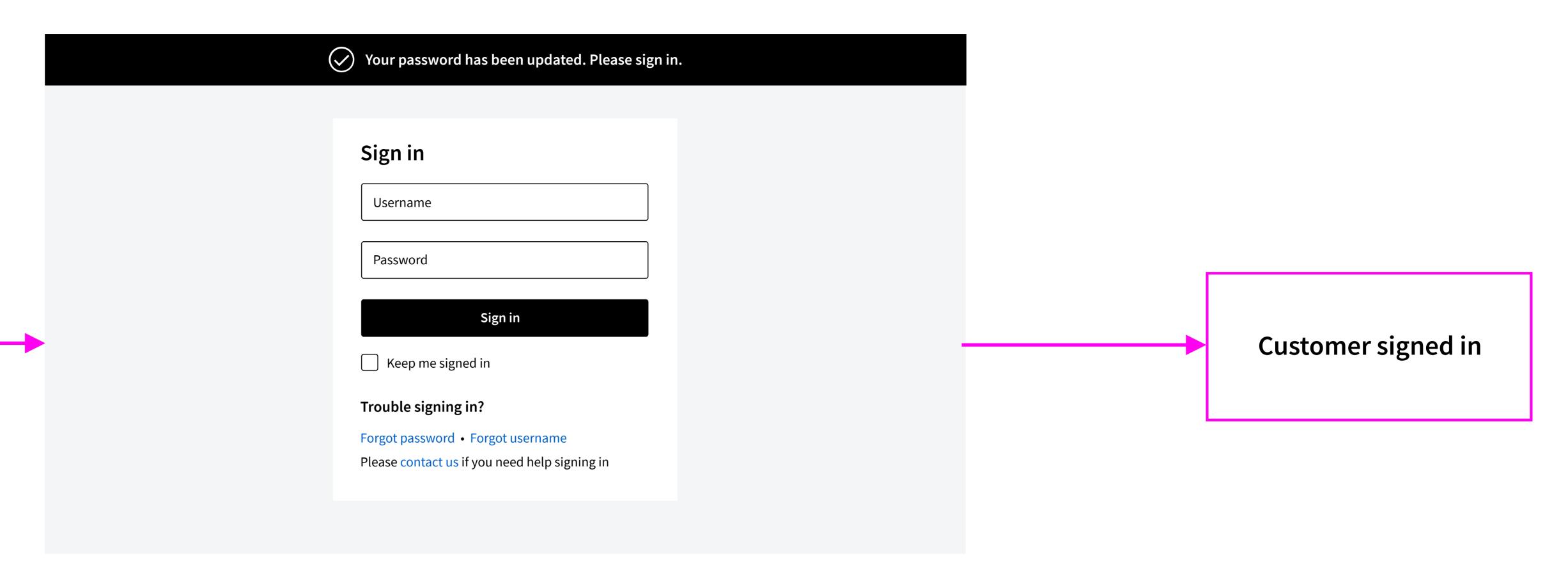
Validation errors



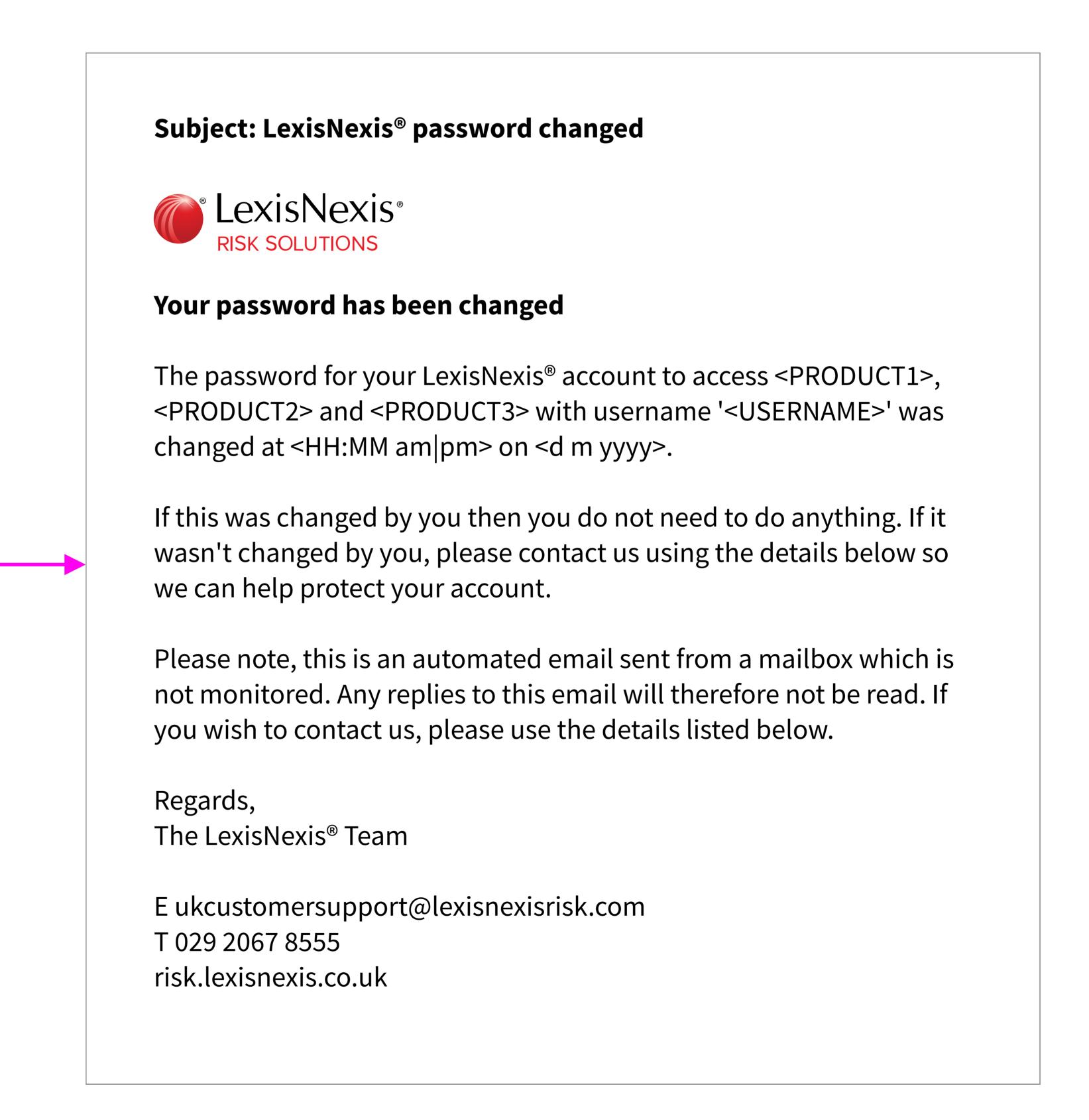
What happens if temporary password is entered incorrectly 3 times?



Password updated – sign in



Customer receives confirmation email



Your password will expire in <X> days

Customer receives email

Subject: Your LexisNexis® password will expire soon



Your password will expire in <X> days

The password for your LexisNexis® account to access <PRODUCT1>, <PRODUCT2> and <PRODUCT3> with username '<USERNAME>' has not been changed for <X> days and will expire at <HH:MM am|pm> on <d mmmmm yyyy>.

After this time your account will be locked and you will need to change your password the next time you login.

To change your password please visit <URL>.

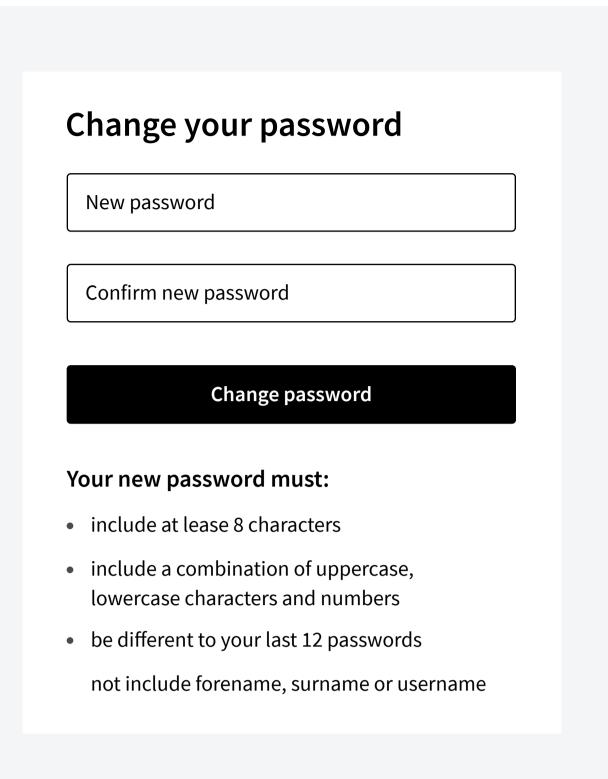
Please note, this is an automated email sent from a mailbox which is not monitored. Any replies to this email will therefore not be read. If you wish to contact us, please use the details listed below.

Regards,

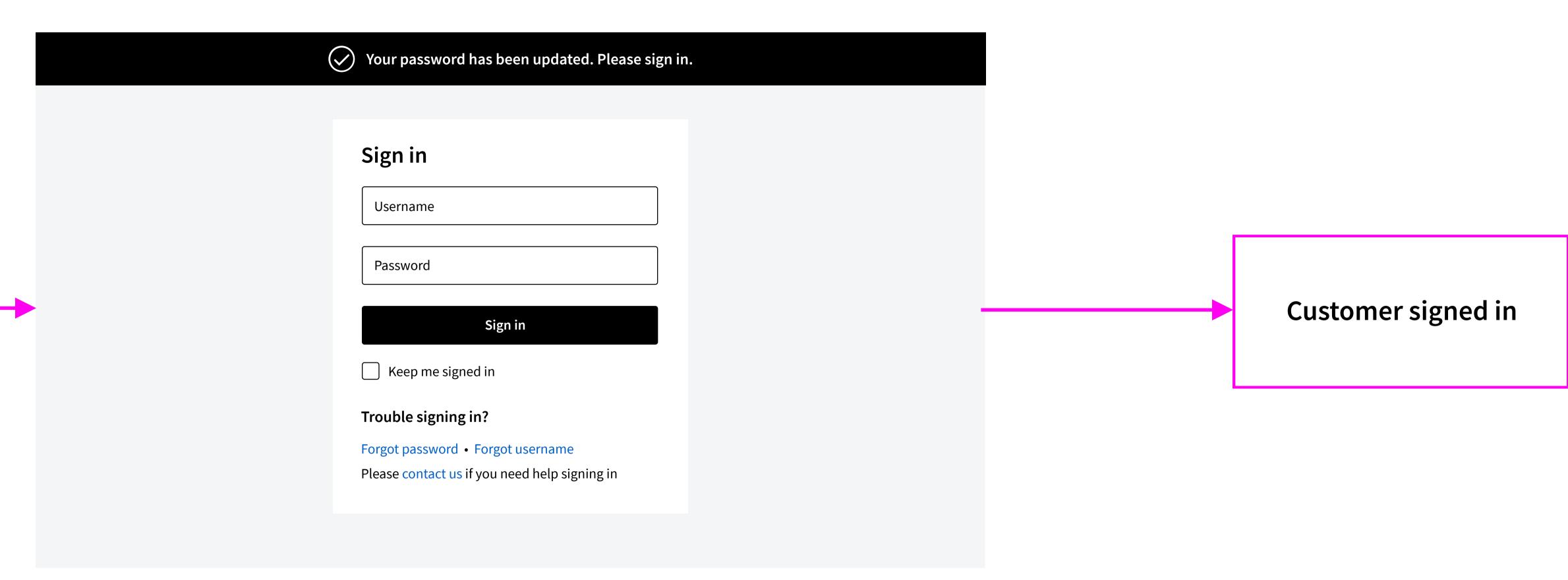
The LexisNexis® Team

E ukcustomersupport@lexisnexisrisk.com T 029 2067 8555 risk.lexisnexis.co.uk

Change your password page



Password updated – sign in



Customer receives confirmation email

Subject: LexisNexis® password changed



Your password has been changed

The password for your LexisNexis® account to access <PRODUCT1>, <PRODUCT2> and <PRODUCT3> with username '<USERNAME>' was changed at <HH:MM am|pm> on <d m yyyy>.

If this was changed by you then you do not need to do anything. If it wasn't changed by you, please contact us using the details below so we can help protect your account.

Please note, this is an automated email sent from a mailbox which is not monitored. Any replies to this email will therefore not be read. If you wish to contact us, please use the details listed below.

Regards, The LexisNexis® Team

E ukcustomersupport@lexisnexisrisk.com

T 029 2067 8555 risk.lexisnexis.co.uk

Account locked

Password not changed for 90 days

Customer receives email

Subject: Your LexisNexis® account will be closed soon



Your account will be closed soon

The password for your LexisNexis® account to access <PRODUCT1>, <PRODUCT2> and <PRODUCT3> with username '<USERNAME>' has not been changed for <X> days.

Your accounts are currently locked and will be closed if you do not change your password by <HH:MM am|pm> on <d mmmmm yyyy>, at which point you must contact us to reactive it.

To change your password and unlock your account please visit <URL>

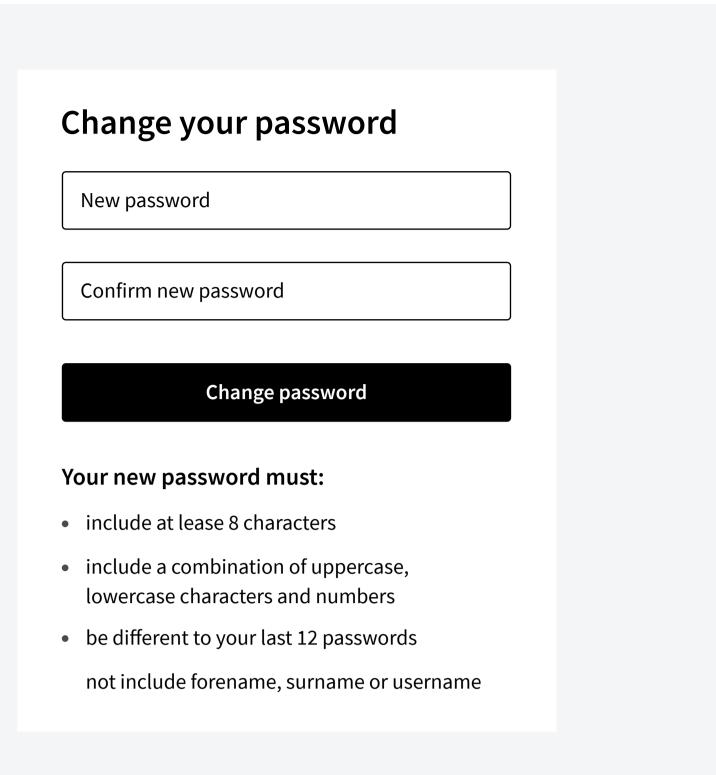
Please note, this is an automated email sent from a mailbox which is not monitored. Any replies to this email will therefore not be read. If you wish to contact us, please use the details listed below.

Regards,

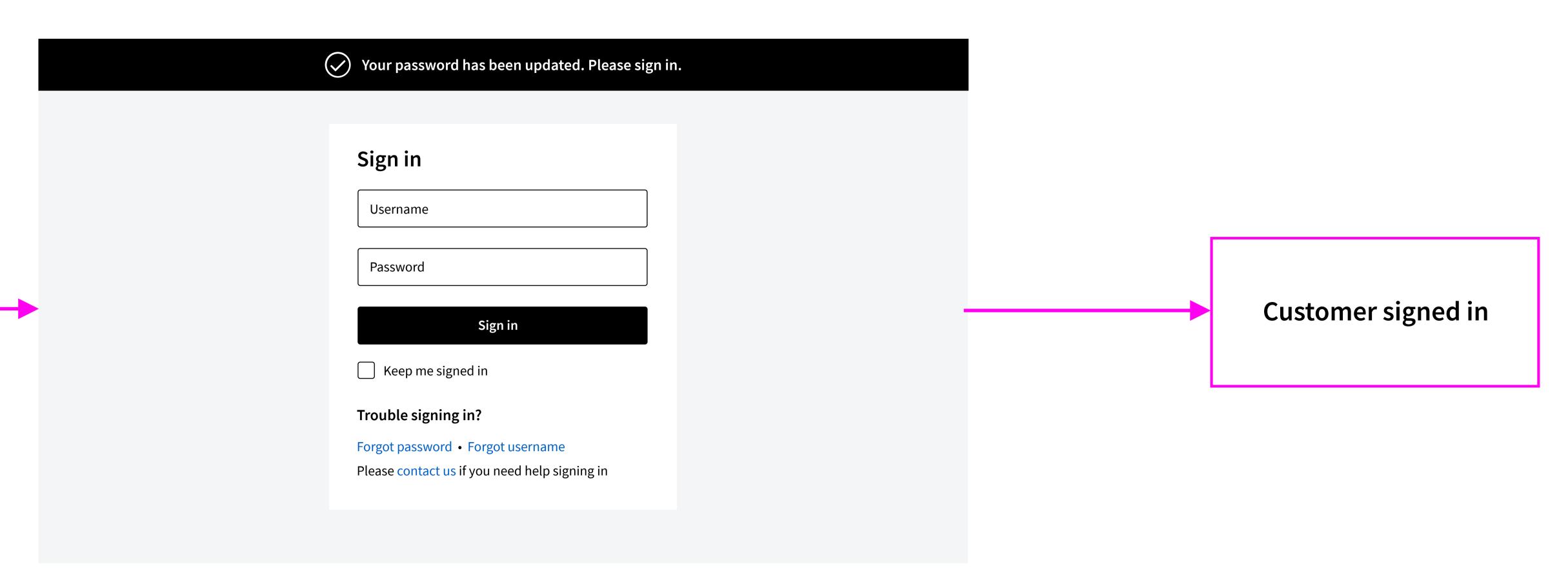
The LexisNexis® Team

E ukcustomersupport@lexisnexisrisk.com T 029 2067 8555 risk.lexisnexis.co.uk

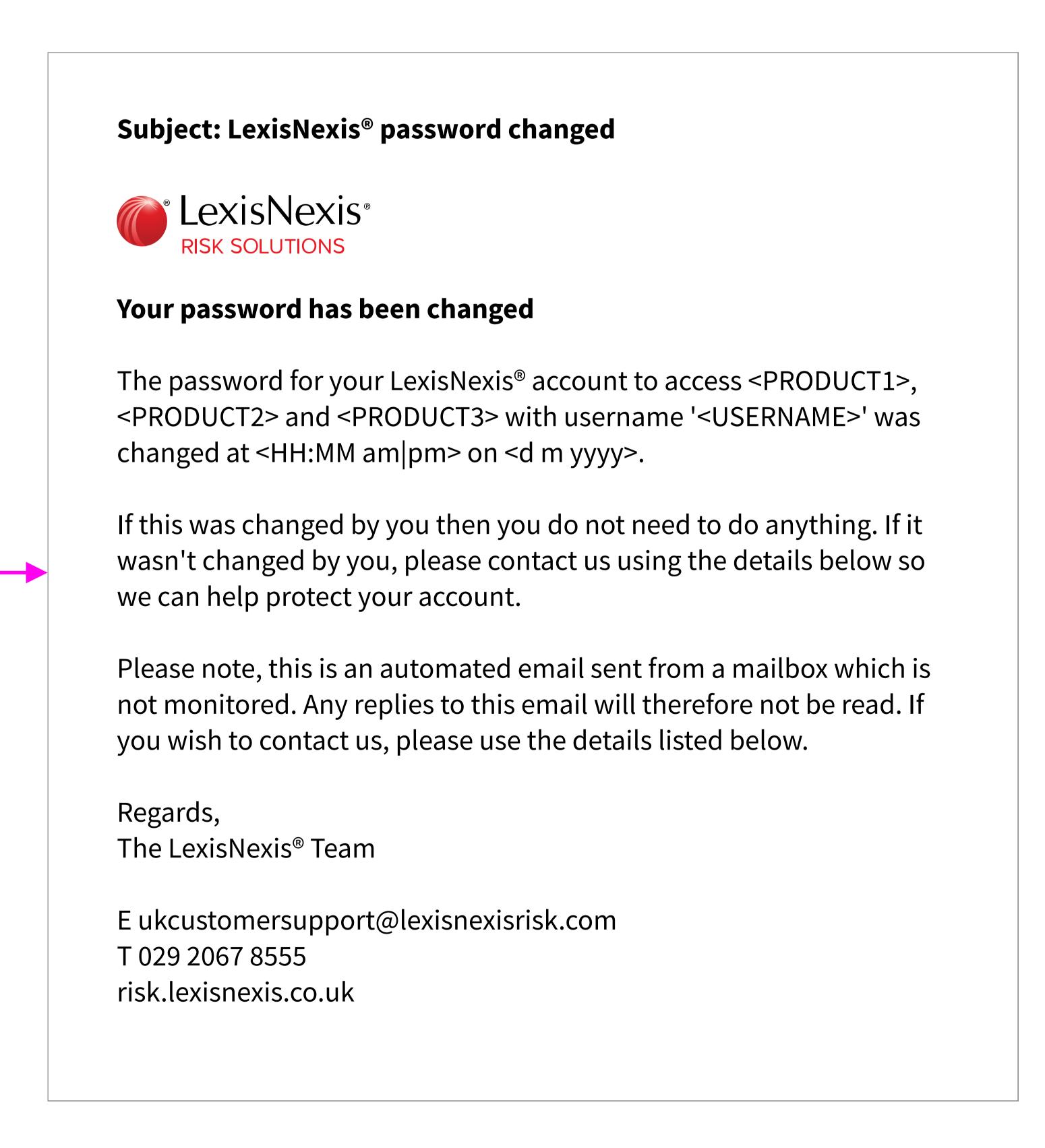
Change your password page



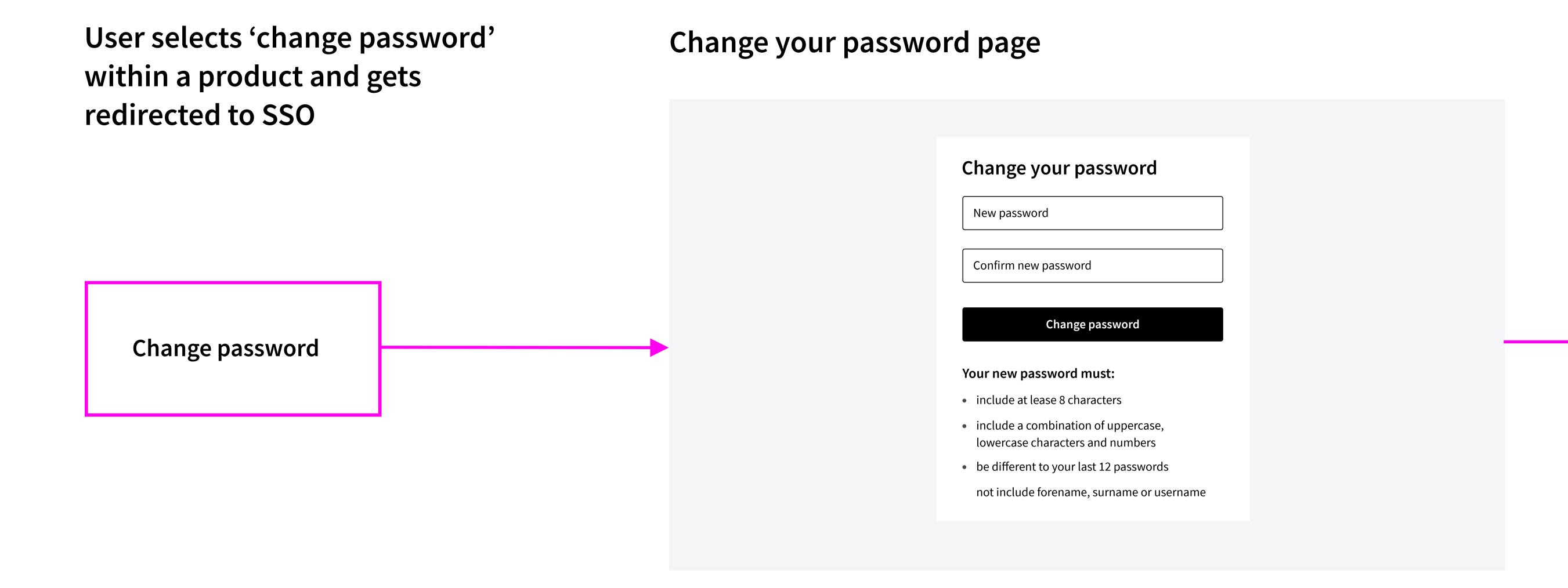
Password updated – sign in



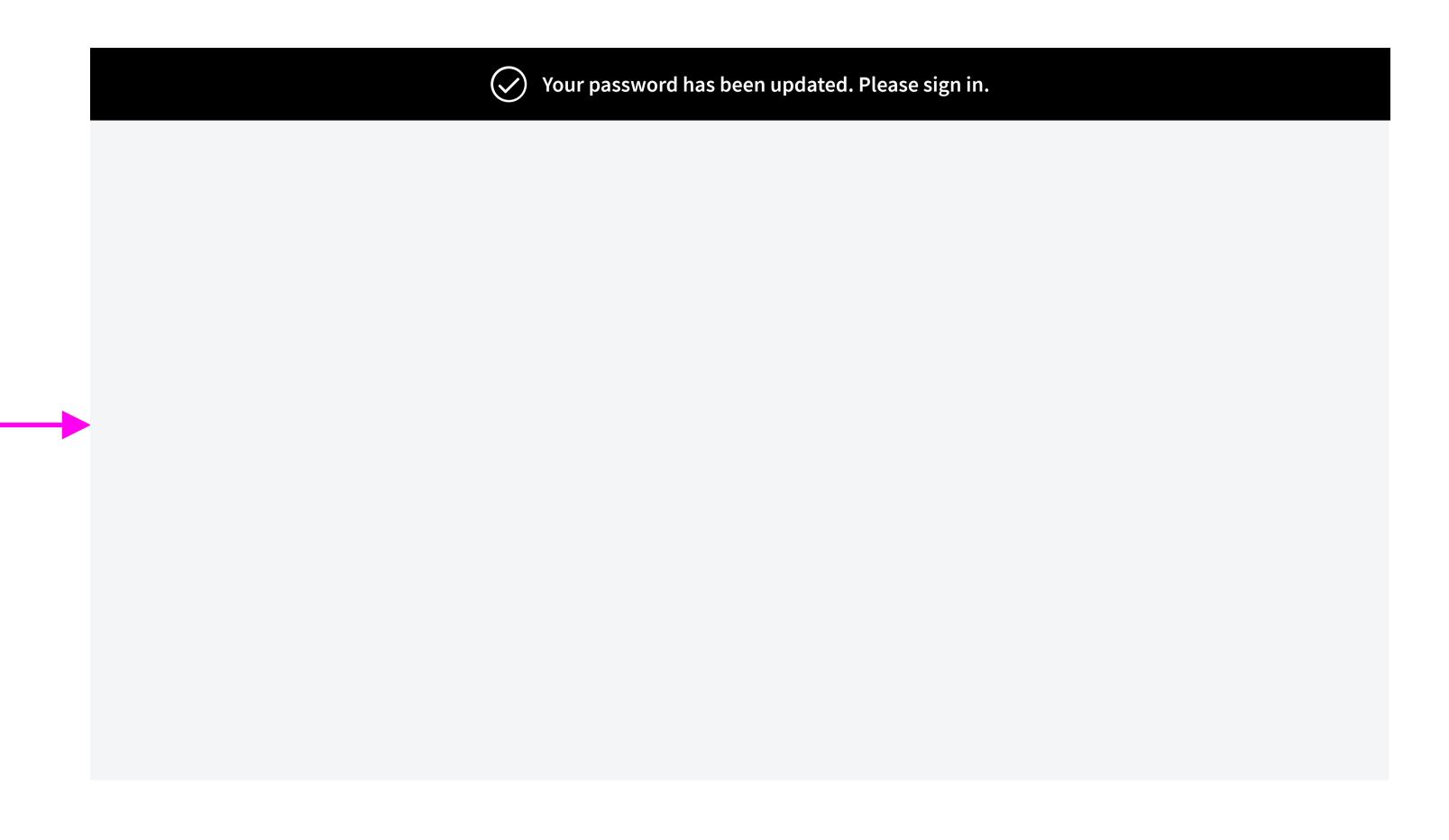
Customer receives confirmation email



User updates password within product



Return to product and display success banner



Customer receives confirmation email

Subject: LexisNexis® password changed



Your password has been changed

The password for your LexisNexis® account to access <PRODUCT1>, <PRODUCT2> and <PRODUCT3> with username '<USERNAME>' was changed at <HH:MM am|pm> on <d m yyyy>.

If this was changed by you then you do not need to do anything. If it wasn't changed by you, please contact us using the details below so we can help protect your account.

Please note, this is an automated email sent from a mailbox which is not monitored. Any replies to this email will therefore not be read. If you wish to contact us, please use the details listed below.

Regards,

The LexisNexis® Team

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