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| **it SUPPORT INSTRUCTION** |

**PASSWORD FIX**

VERSION 1.0

INTRODUCTORY PROVISIONS

GOALS

This instruction defines the procedure for an employee to follow providing advice on recovering a password.

TASKS

The main objectives of the instruction are:

* description of the steps to take when password is not correct.

PERIOD OF VALIDITY AND PROCEDURE FOR MAKING CHANGES

Changes to the instruction are made when new settings appear in the SOFTWARE, as well as when information on current settings is updated.

**PASSWORD RECOVERY**

You can take the following steps to successfully recover your password using an SMS code:

1. Go to the platform recovery page or in-app button.
2. Select “Forgot Password,” which will initiate the steps for recovery.
3. Input the phone number that you have linked to the account.
4. Press or click on the “submit” button, and you should receive a notification that the platform is sending you a verification number via SMS.
5. Then, check your SMS inbox for the verification code.
6. Enter the code you received into the recovery page.
7. Once you have completed the verification process, you will be prompted to update your old forgotten password to a new one.
8. Follow the various guidelines provided by the platform and create a new password.
9. Re-enter the new password or press confirm to finalize confirmation on your new password.
10. Log in with the new password you have created.