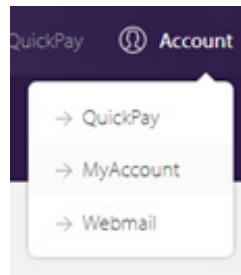




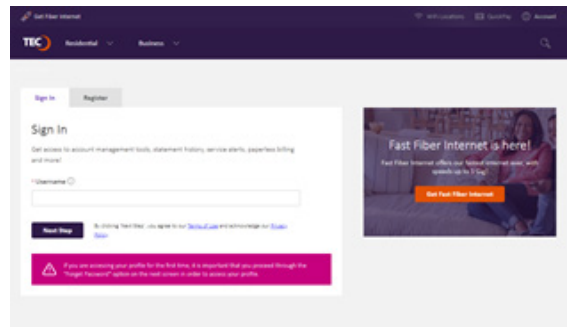
## Advanced Customer Portal How To: How To Reset Your Password

1. Visit [www.tec.com/login](http://www.tec.com/login) or click Account > My Account from the top site navigation on [www.tec.com](http://www.tec.com).

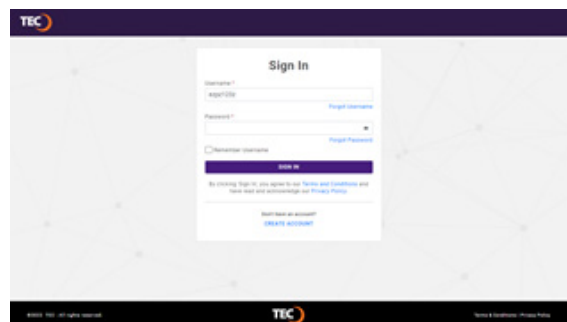


2. Enter your username if you have one from the previous my.tec.com system and click the "Next Step" button.

*Note: If you do not know your username, please contact Customer Care.*



3. You will be redirected to the ACP login page where you will find your username pre-populated.

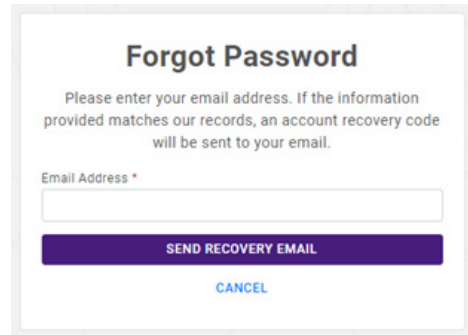


4. If you have forgotten your password, you can begin the password reset process by clicking the "Forgot Password" link below the password field on the Sign In page.



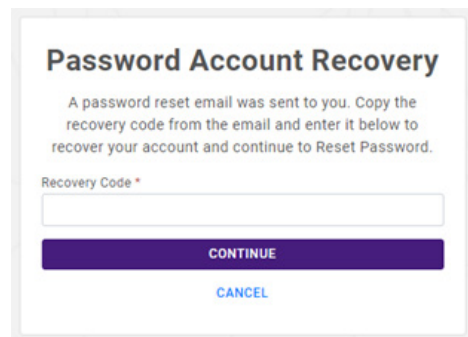
A screenshot of a password field. The label "Password \*" is positioned above the input box. To the right of the input box is an eye icon for toggling visibility. Below the input box, the text "Forgot Password" is displayed as a blue link.

5. You will then be asked to supply your email address to receive a recovery code, then click the "Send Recovery Email" button.



A screenshot of a form titled "Forgot Password". The instructions read: "Please enter your email address. If the information provided matches our records, an account recovery code will be sent to your email." Below the instructions is an "Email Address \*" input field. At the bottom of the form are two buttons: a purple "SEND RECOVERY EMAIL" button and a blue "CANCEL" link.

6. Once you have received the recovery code via email, enter the code and click the "Continue" button.



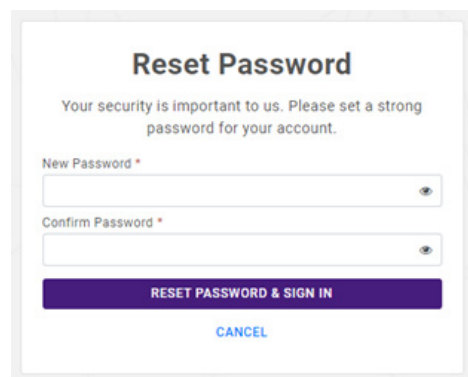
A screenshot of a form titled "Password Account Recovery". The instructions read: "A password reset email was sent to you. Copy the recovery code from the email and enter it below to recover your account and continue to Reset Password." Below the instructions is a "Recovery Code \*" input field. At the bottom of the form are two buttons: a purple "CONTINUE" button and a blue "CANCEL" link.

7. After entering the recovery code, you will have the opportunity to set a new password.

Once your new password has met all password strength requirements, click the "Reset Password & Sign In" button.

Your new password will be set and the system will log you in to the dashboard.

*Note: Password must be between 8 and 20 alpha-numeric characters - 1 uppercase, 1 lowercase, 1 numeric value, 1 special character*



A screenshot of a form titled "Reset Password". The instructions read: "Your security is important to us. Please set a strong password for your account." Below the instructions are two input fields: "New Password \*" and "Confirm Password \*", each with an eye icon for toggling visibility. At the bottom of the form are two buttons: a purple "RESET PASSWORD & SIGN IN" button and a blue "CANCEL" link.