PlusLive Self Help

Forgot Username

For mobile app

1. Touch the "**User Help**" icon
2. Touch the "**Forgot Username**" button

Figure 1

For personal computers

1. Click the "**Help**" icon
2. Click the "**Help**" button
3. Select "**Forgot Username**" from the pull down.
4. Click the "**Okay**" Button

Figure 2

For Both

1. Enter your *account number*
2. Enter your *social security number*
3. Click or touch the "**Verify**" button
4. The username will display.

Note: At the log on screen you can have your username automatically appear by flipping the "Save Username" or "Remember Username" switch.

Forgot Password

For mobile app

1. Touch the "**User Help**" icon
2. Touch the "**Forgot or Reset Password**" button

Figure 3

For personal computer

1. Click the "**Help**" icon

Figure 4

2. Click the "**Help**" button
3. Select "**Forgot Username**" from the pull down.
4. Click the "**Okay**" Button

For both

1. Enter your *email*
2. Enter your *phone number*
3. Enter your *new password*
    o At least eight (8) characters long
    o Must have each of the following:
        ▪ One number
        ▪ One upper case character
        ▪ One lower case character
        ▪ One special character

> *Note:* *Special characters can be like the following: ! @ # $ % ^ & * ( ) _ + { } | \ ; ' : " ? / , . < >*

4. Confirm *Password*
5. Click or touch "**Okay**" button