

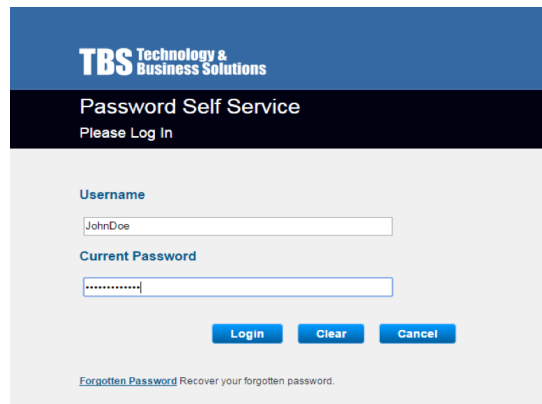
The Password Self Recovery Tool

Purpose

TBS-LLC customers can use the password recovery tool to recover their password if it is forgotten or expires. All TBS active directory passwords expire every 42 days. The Recovery tool allows customers the opportunity to quickly set a new password after answering a few secret questions only the account owner would know.


Visit pwm.hostedaccess.com

Enter your TBS Active Directory username and password. Note that 'hostedaccess\' is not needed for the username on this page.



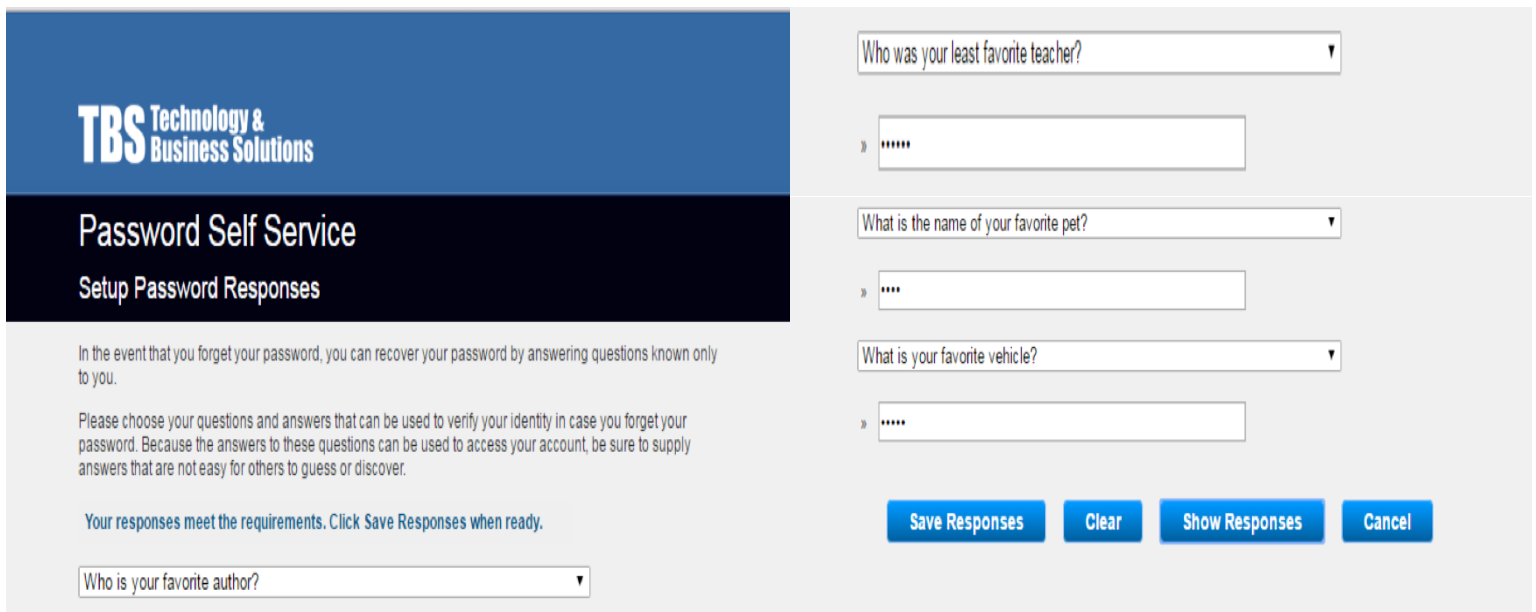
The screenshot shows the 'TBS Technology & Business Solutions' logo at the top. Below it is a dark blue header with 'Password Self Service' and 'Please Log In'. The main content area has a light gray background. It contains a 'Username' label above a text input field with 'JohnDoe'. Below that is a 'Current Password' label above a password input field with masked characters. At the bottom of the form are three buttons: 'Login', 'Clear', and 'Cancel'. A link for 'Forgotten Password' is at the very bottom with the text 'Recover your forgotten password.'

Click *Setup Password Responses*



The screenshot shows the 'TBS Technology & Business Solutions' logo at the top. Below it is a dark blue header with 'Password Self Service' and 'Main Menu'. The main content area has a light gray background. It contains a 'Change Password' link with the text 'Change your current password.' below it. The 'Setup Password Responses' link is highlighted with a red rectangle, with the text 'Setup your forgotten password responses. These secret questions will allow you to recover your password if you forget it.' below it. At the bottom is a 'Logout' link with the text 'Logout of the PWM password self service application.'

Select security questions from the drop down menu.

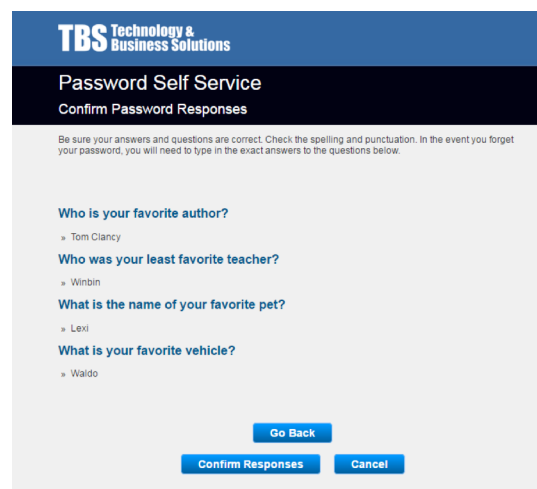


The screenshot shows the 'Setup Password Responses' page. On the left, a blue header contains the TBS logo and the text 'Password Self Service' and 'Setup Password Responses'. Below this, instructional text explains that users can recover their password by answering security questions. A message states 'Your responses meet the requirements. Click Save Responses when ready.' At the bottom left, a dropdown menu is open, showing 'Who is your favorite author?'. On the right, three security questions are listed with corresponding input fields: 'Who was your least favorite teacher?' (with a dropdown arrow), 'What is the name of your favorite pet?' (with a dropdown arrow), and 'What is your favorite vehicle?' (with a dropdown arrow). Each question has a text input field with a small '»' icon. At the bottom right, there are four buttons: 'Save Responses', 'Clear', 'Show Responses', and 'Cancel'.

Choose secure responses that only you will know.

Security question responses are *Case Sensitive*, respond in the way you naturally would, to match your responses entered in the case of a forgotten password.

After you *Save Responses*, you'll be taken to a screen to *Confirm Responses*. *Be careful to confirm correct case and punctuation.*

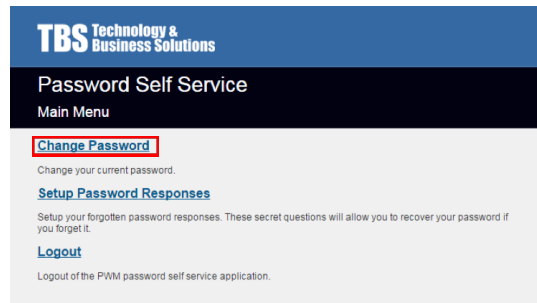


The screenshot shows the 'Confirm Password Responses' page. The header is blue with the TBS logo and the text 'Password Self Service' and 'Confirm Password Responses'. Below this, a message states 'Be sure your answers and questions are correct. Check the spelling and punctuation. In the event you forget your password, you will need to type in the exact answers to the questions below.' The page lists four security questions with their corresponding answers: 'Who is your favorite author?' (Tom Clancy), 'Who was your least favorite teacher?' (Winbin), 'What is the name of your favorite pet?' (Lexi), and 'What is your favorite vehicle?' (Waldo). At the bottom, there are three buttons: 'Go Back', 'Confirm Responses', and 'Cancel'.

Changing Your Password

You can change your password at any time at pwm.hostedaccess.com

After logging in, select *Change Password*.



The screenshot shows the 'TBS Technology & Business Solutions' header. Below it is a dark blue bar with 'Password Self Service' and 'Main Menu'. The 'Change Password' link is highlighted with a red box. Below this link are three other options: 'Change your current password.', 'Setup Password Responses' (with a description about forgotten password responses), and 'Logout' (with a description about logging out of the PWM password self service application).

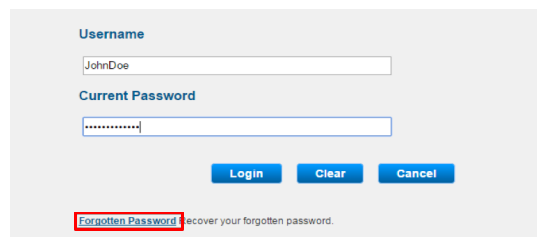
The system will prompt you to enter a new password twice that conforms to our password security guidelines.

Note that TBS Active Directory Passwords expire every 42 days, you may want to set a calendar reminder to change it once a month, before it expires.

Recovering Your Password

If you ever forget your password, or it expires, recovering your TBS Active Directory password is easy!

Just go to pwm.hostedaccess.com



The screenshot shows the login form with fields for 'Username' (containing 'JohnDoe') and 'Current Password' (masked with dots). Below these fields are 'Login', 'Clear', and 'Cancel' buttons. At the bottom, the 'Forgotten Password' link is highlighted with a red box, with a description 'recover your forgotten password.'

Select *Forgotten Password*, and enter the responses to your secret security questions. The system will assist you in creating a new password.