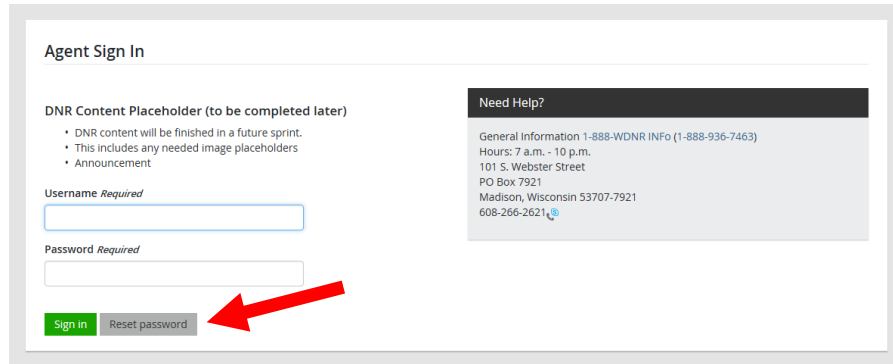


# Reset Your Password

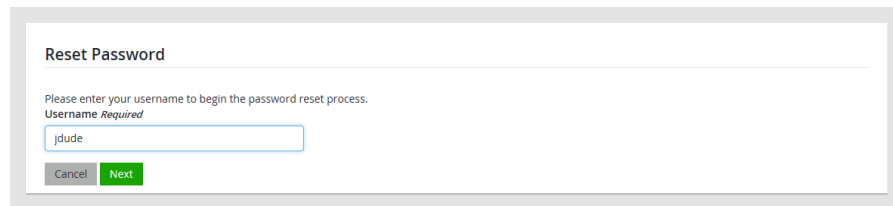
Your account will become locked if the username or password are entered wrong 3 times in a row. There is a tool available for changing or resetting your password. Follow the instructions below to reset your password.

- **Agent Sign in.** Touch the [Reset Password](#) button.



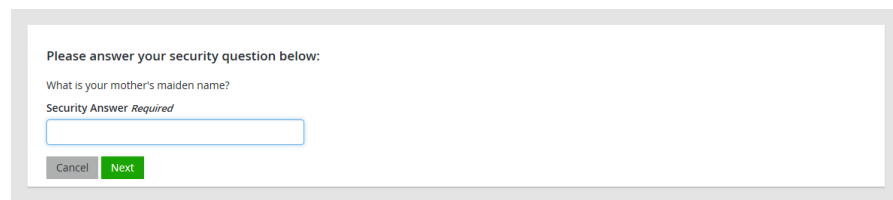
The screenshot shows the 'Agent Sign In' screen. On the left, there is a 'DNR Content Placeholder (to be completed later)' section with three bullet points: 'DNR content will be finished in a future sprint.', 'This includes any needed image placeholders', and 'Announcement'. Below this are two input fields: 'Username Required' and 'Password Required'. At the bottom left, there are two buttons: 'Sign in' (green) and 'Reset password' (grey). A red arrow points to the 'Reset password' button. On the right, there is a 'Need Help?' section with contact information: 'General Information 1-888-WDNR INFO (1-888-936-7463)', 'Hours: 7 a.m. - 10 p.m.', '101 S. Webster Street', 'PO Box 7921', 'Madison, Wisconsin 53707-7921', and '608-266-2621' with a phone icon.

- **Enter Username.** Enter your assigned username and touch Next.



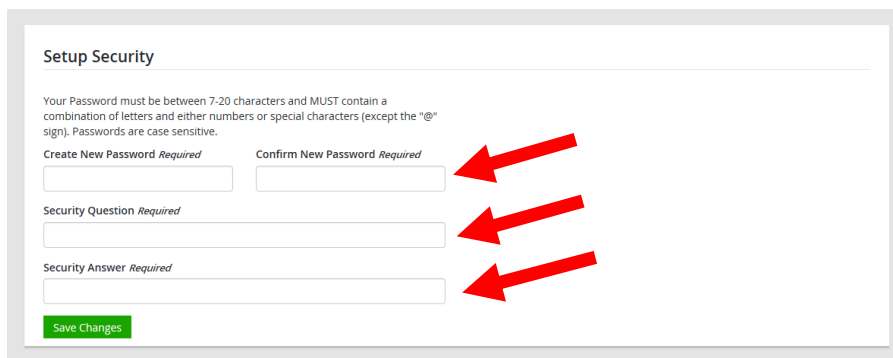
The screenshot shows the 'Reset Password' screen. It prompts the user to 'Please enter your username to begin the password reset process.' Below this is a 'Username Required' input field containing the text 'jdude'. At the bottom, there are two buttons: 'Cancel' (grey) and 'Next' (green).

- **Security Question.** You will be asked the same security question you entered when you created your user account. Type in the answer and touch Next.



The screenshot shows the 'Please answer your security question below:' screen. The question is 'What is your mother's maiden name?'. Below the question is a 'Security Answer Required' input field. At the bottom, there are two buttons: 'Cancel' (grey) and 'Next' (green).

- **Create new password.** You will now be asked to create a new password and new security question. Follow the guidelines on password creation. Touch Save Changes to be brought to the Sales Dashboard.



The screenshot shows the 'Setup Security' screen. It provides instructions: 'Your Password must be between 7-20 characters and MUST contain a combination of letters and either numbers or special characters (except the "@" sign). Passwords are case sensitive.' Below this are three input fields: 'Create New Password Required', 'Confirm New Password Required', and 'Security Question Required'. A 'Security Answer Required' input field is also present. At the bottom, there is a 'Save Changes' button (green). Three red arrows point to the 'Create New Password Required', 'Confirm New Password Required', and 'Security Answer Required' fields.

- **Password assistance.** If you have attempted a password reset, but were unsuccessful, you can also contact the DNR for assistance at [1-866-381-7668](tel:1-866-381-7668).