

# Resetting Your Login Credentials

If you forgot your password to login to your online portal and have security questions on file, you will be able to reset your password by using the **Forgot Password?** Option on the login screen.

1. Click the **Forgot Password?** link on the login screen.

Your protection is important to us. We need to take some extra steps to verify your identity. Please confirm how you would like to proceed:

**Text Message** (\*\*) \*\*\*-8160  
Text messaging rates may apply.  
View our [privacy policy](#) and [terms of service](#).  
1 message per attempt.

**Email** rf\*\*@\*\*\*.com

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2. Enter your username and email on file and click **Next**. If the username is not found in the system, you will receive an email stating no account was found with the provided information.

## Request Password Reset (Step 1 of 2)

Enter your username and email address. \*Required  
If the provided username and email address are on file you will receive an email with instructions.

Username\*

Enter your account email address\*

3. Alternatively, you can choose to identify yourself by entering your username, last name and last 4 digits of your SSN before clicking **Next**.

## Request Password Reset

20%

Enter your username, last name and the last 4 digits of your SSN. \*Required

Username \*

Last Name \*

Last 4 Digits of Your SSN \*

Next

4. Click the link in the email.

Dear test,

You recently requested your password be reset. To confirm your request and continue with the password reset process, please follow the link below. If clicking the link below does not work, copy and paste the URL in a new browser window instead.

<http://q1evz.evolution1.com/LoginAssistance.aspx?alias=EVZ&lapr=114ff21aa1b84fc49fc9e03fc1061f20>

If you didn't initiate the request, you don't need to take any further action and can safely disregard this email.

5. Alternatively, a one-time security passcode will be generated and sent by email or SMS text message to you, in order to help confirm your identification.

## Verify Your Identity

40%

Your protection is important to us. We need to take some extra steps to verify your identity. Please confirm how you would like to proceed.

**Text Message** (\*\*) \*\*\*-4444  
Text messaging rates may apply.  
View our [privacy policy](#) and [terms of service](#).  
1 message per attempt.

**Email** pe\*\*\*@\*\*\*.com

**Alternate Email** 2p\*\*\*@\*\*\*.com

**Next**

6. Click **Next**.

### Continue Password Reset (Step 1 of 4)

Please click the **Next** button to continue the password reset process.

**Next**

7. Answer the security questions and click **Next**.

### Security Questions (Step 2 of 4)

Select a security question from the list below and provide the answer.

In which city did you get engaged?

**Next**

8. Update the password and click **Submit**.

\*Required

Please change your login information.

Username\*

Your username may contain alphanumeric characters and any of the following special characters: period (.), at sign (@), underscore (\_), and dash (-).

New Password\*

The password must: - Have a minimum of 6 characters - Not be one of your last 5 passwords - Contain upper and lowercase letters - Contain at least one number

Confirm Password\*

**Submit**

9. Click **Login**.



10. Use the updated password to log back into your online portal. An email will be sent to the email address on file for your reference.

Dear test,

This is to notify you that your password was changed. If you did not recently change your password or request that your administrator change your password you should contact them immediately.