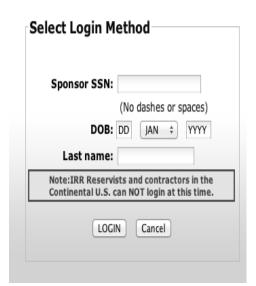
NEW USERNAME AND PASSWORD RESET CAPABILITY RELEASED!





Sponsors can now change their username and reset their password from the log-in screen in a self-service mode. By selecting the **Username and Password** log-in method and then clicking on the **"I don't know my password and/or username"** link, sponsors will be taken to a SSN/DOB/Last Name screen for authentication and then into the system to update their security profile. Android, and certain touch-screen Blackberry phones (not iPad or non-touchscreen phones)

Change Username and Reset Password

From here a user can select their primary or secondary email address on within the system or input a new primary or secondary email address to change their username. Sponsors may also reset their password back to their DOB and last 4 of SSN.

Many Sponsors don't know their official email address or have an outdated email address within the system. This new capability will allow these personnel to

m Change Username Current username: Set your username from one of the email address options below OPrimary Email: restrict the post agreement of Secondary Email: Valley and send services and NEW Primary Email: NEW Secondary Email: NOTE: Username must be a properly formated email address (e.g. john.doe@example.com). Selection of NEW email address will update the sponsor's contact information on the My Info page. For security purposes, if the username is changed, a message will be sent to all email addresses on file for the sponsor (i.e. old primary email, old secondary email, and new primary or secondary email). Reset Password To reset your password: Check on box below and click the save button to reset your password Reset password Resetting a password will reset it to the sponsor's DOB and last 4 of SSN, YYYYMMDDXXXX (0000 is used for the last 4 of a Foreign National's SSN). -

update their log-in credentials in a self-service mode, rather than calling the help desk.