



How to Reset Your Password



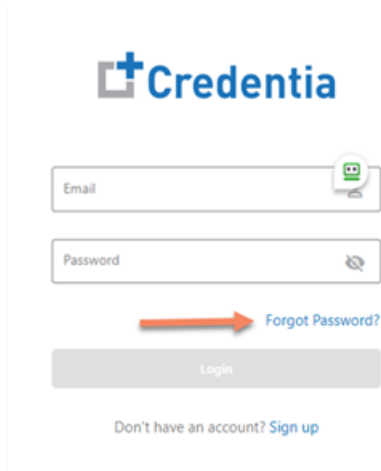
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1

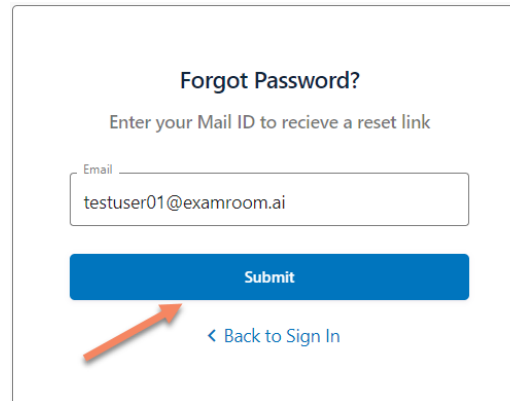
Click the “Forgot Password” link on the login page



The image shows the Credentia login page. At the top is the Credentia logo. Below it are two input fields: 'Email' and 'Password'. To the right of the 'Email' field is a green speech bubble icon. Below the 'Password' field is an eye icon. Below these fields is a 'Login' button. To the right of the 'Login' button is a link that says 'Forgot Password?'. An orange arrow points from the 'Forgot Password?' link to the 'Forgot Password?' text.

2

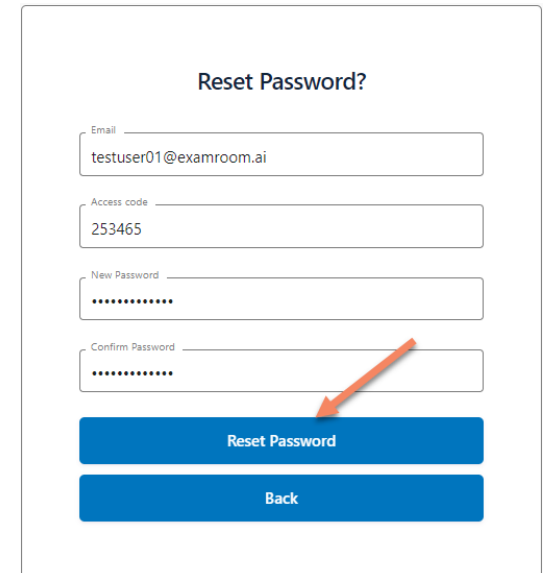
Enter your email address and select the “Submit” button



The image shows the 'Forgot Password?' form. At the top is the title 'Forgot Password?'. Below it is the instruction 'Enter your Mail ID to receive a reset link'. Below this is an 'Email' input field containing the text 'testuser01@examroom.ai'. Below the input field is a blue 'Submit' button. To the left of the 'Submit' button is a link that says '< Back to Sign In'. An orange arrow points from the 'Submit' button to the '< Back to Sign In' link.

3

Check your email account for an access code email from Credentia. Enter the access code you received, enter your new password (twice), and select the “Reset Password” button



The image shows the 'Reset Password?' form. At the top is the title 'Reset Password?'. Below it are four input fields: 'Email' (containing 'testuser01@examroom.ai'), 'Access code' (containing '253465'), 'New Password' (containing '*****'), and 'Confirm Password' (containing '*****'). Below the input fields are two blue buttons: 'Reset Password' and 'Back'. An orange arrow points from the 'Reset Password' button to the 'Reset Password' text.

Contact Credentia support if you have forgotten your email address