

## ➔ Reset an existing password:

If the user has forgotten their current password, they can now reset their password from the login screen.

➔ Please note, if the user has three failed attempts at logging into OPTins, the account will be locked and the user must contact the OPTins Help Desk to unlock the account.

1. At the OPTins login screen, click the [Forgot your password?](#) link.

2. Enter username.

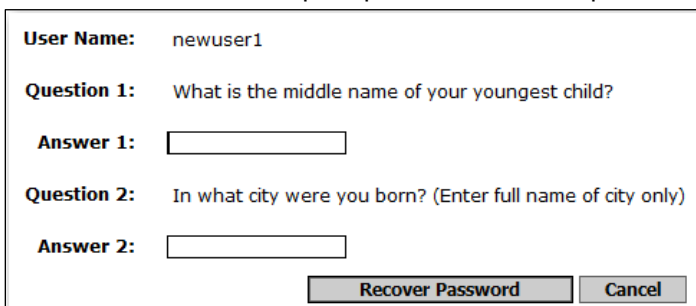


**Password Recovery**

User Name:

3. Click the  button.

4. Then the user will be prompted to answer the pre-determined security questions for their username.



User Name: newuser1

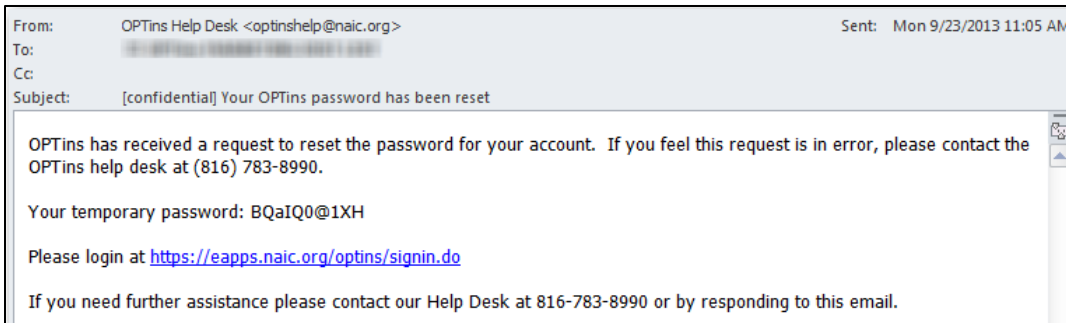
Question 1: What is the middle name of your youngest child?

Answer 1:

Question 2: In what city were you born? (Enter full name of city only)

Answer 2:

5. Once both the security questions have been answered, click the  button. A secure email from the OPTins Help Desk will be sent to the email address on file for that username.



From: OPTins Help Desk <optinshelp@naic.org> Sent: Mon 9/23/2013 11:05 AM  
 To: [redacted]  
 Cc:  
 Subject: [confidential] Your OPTins password has been reset

OPTins has received a request to reset the password for your account. If you feel this request is in error, please contact the OPTins help desk at (816) 783-8990.

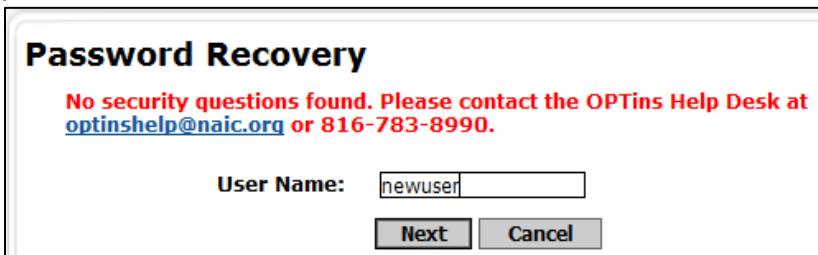
Your temporary password: BQaIQ0@1XH

Please login at <https://eapps.naic.org/optins/signin.do>

If you need further assistance please contact our Help Desk at 816-783-8990 or by responding to this email.

OR

If the user has not set up the security questions, the user will receive the following message when attempting to retrieve a password:



**Password Recovery**

**No security questions found. Please contact the OPTins Help Desk at [optinshelp@naic.org](mailto:optinshelp@naic.org) or 816-783-8990.**

User Name:

The user can contact the OPTins Help Desk directly to reset a password. The OPTins Help Desk can be reached at 816-783-8990 or [optinshelp@naic.org](mailto:optinshelp@naic.org).

➔ After the user has contacted the OPTins Help Desk to reset their password, the user will receive a secure message from the OPTins Help Desk with a new temporary password.