



## Updating Password in the New Platform (90 Days)

1. You'll receive a reminder or notification that your password needs to be changed when you try to LOGIN and have exceeded the 90-day limit.
2. You'll be asked to type in your current password and then verify your new one twice. It can be very similar to your current password by simply changing the number or you can change it completely. It MUST be changed from the current password! It MUST be 12 Characters, including 1 number and a special character (! @ # \$ % ^ & \*).
3. You'll then receive the security code via text message on your cell phone or via email depending how you setup your MFA delivery. Type in that code and your password will reset.
4. Just a reminder this new Platform will require you to update/change your Password every 90 days due to Federal requirements now in place to protect consumer data. This process is now legally required and is simply to ensure consumer data is protected. It also ensures you are in compliance with these laws for your company's protection.

**\*\*This new platform allows you to manage your Users and change passwords as necessary. CBSS no longer has access to any Client Passwords. Once again, this password process is in place due to Federal laws and requirements that are now legally required to protect you as our client and the consumer/applicant data that you enter into the system under your secure account.**

**We're always available if you need any help at all!**

