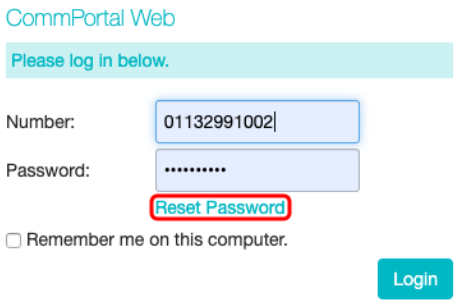
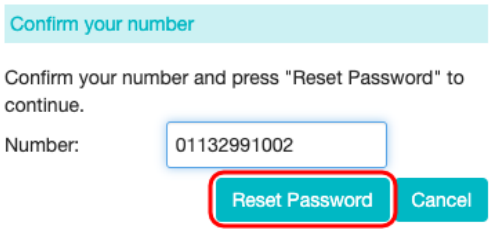
How Do I Reset My CommPortal and Pod Connect Password?

If you have lost/forgot your CommPortal/Pod Connect password don't worry, it can be easily reset by competing following:

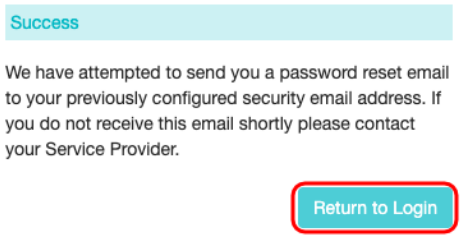
- Requesting a password reset has to done on the CommPortal
- At the login screen click on Reset Password



- Enter the phone number for the account that requires the password reset. Then click on Reset Password.

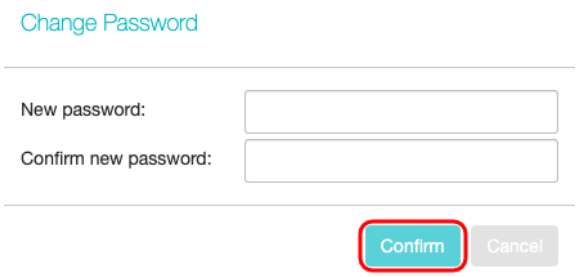


- An e-mail will now be sent to the e-mail address on the account. If you do not receive this email please contact your Service Provider. **Please check your spam/junk folders for the reset e-mail.**

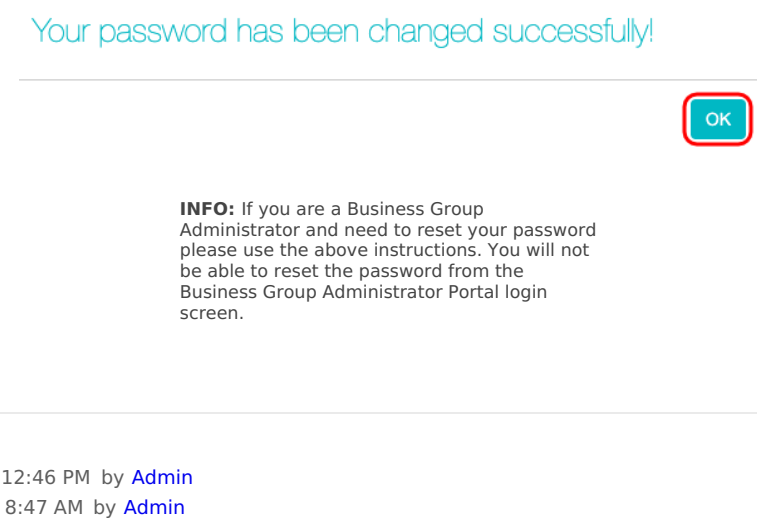


- Once you have received the e-mail, click on the link to reset you password. Enter your new password and then confirm the new password. Click **Confirm**.

INFO: The minimum requirements for new passwords are as follows:
Be between 8 and 20 characters long.
Not have a single digit repeated more than 2 times in a row.
Have at least 1 digit.
Have at least 1 letter.
Have at least 1 special character.
Not be a numeric sequence, e.g. 12345 or 54321.
Not contain, or match part of, a telephone number associated with this account.



- Your password has now been changed. You continue using the CommPortal or login to the Pod Connect clients.



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