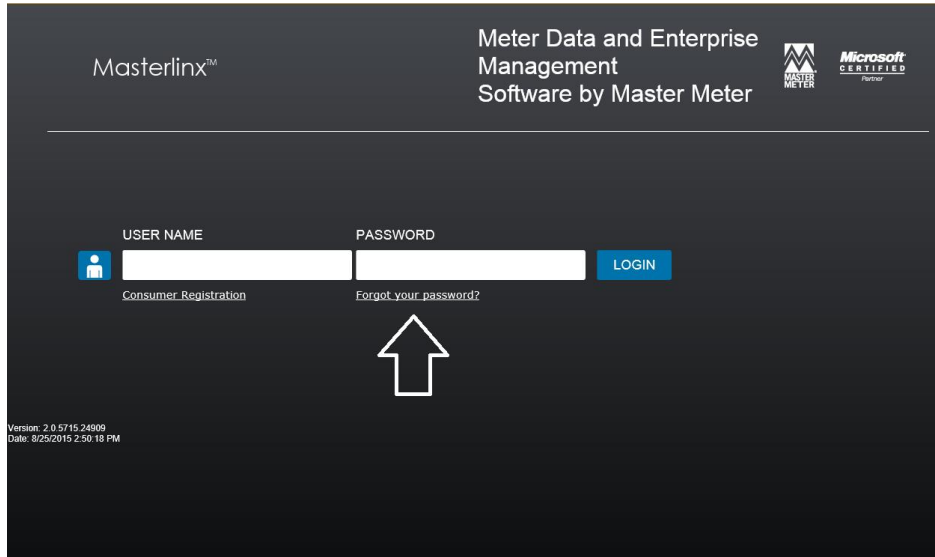
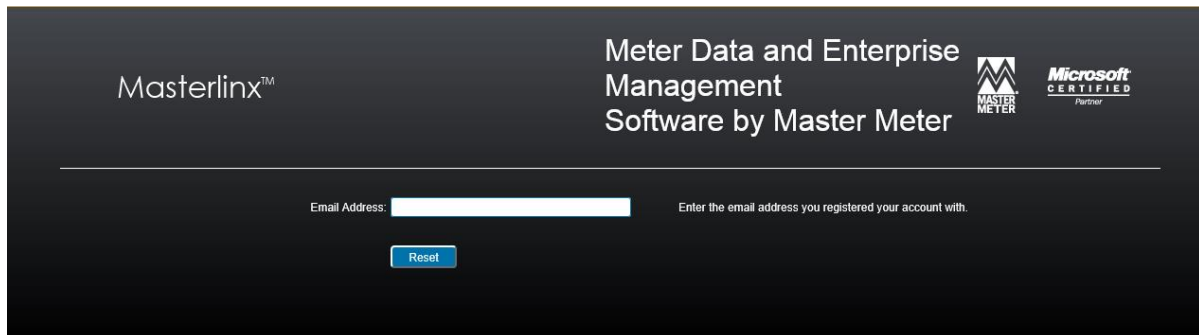


Consumer Password Reset Instructions

1. Click “Forgot your password?”



2. Enter the email address associated with your Masterlinx account.



3. You will receive an email from Masterlinx which contains a temporary password. To insure the password is entered correctly into Masterlinx highlight the password in the email, right click on the password and then select copy.



Your password has been reset by: Requested from web login screen from [REDACTED] Your new password is: eBiqT@?sjE

4. On the Masterlinx page enter your email address and then right click the password field and select paste. This will automatically enter the temporary password that was emailed to you. Click the Login button to log into your account.

5. Right click the old password field and select paste. This will automatically enter the temporary password that was emailed to you. Enter a new password into the remaining two fields and click Submit. The new password will be what is used to log you into Masterlinx from now on. Keep in mind that the security policy may be different for your utility.

Your password has expired.

You must change it before you can continue.

Your company has a policy requiring users to change their password every 90 days. You last changed your password on [Password Never Changed] (over 90 days ago). If multiple people use this account, they should have their own account setup with their own username, these can be added on the 'User Maintenance' page.

Passwords must be at least 8 characters in length and meet at least 2 of the following requirements: Contain a letter, Contain a number or Contain a special character Password must not contain your username. Password must not contain more than 5 repeating characters. You cannot reuse the last 4 passwords. Password must not contain a dictionary word.

Old Password:

New Password:

(Confirm) New Password: