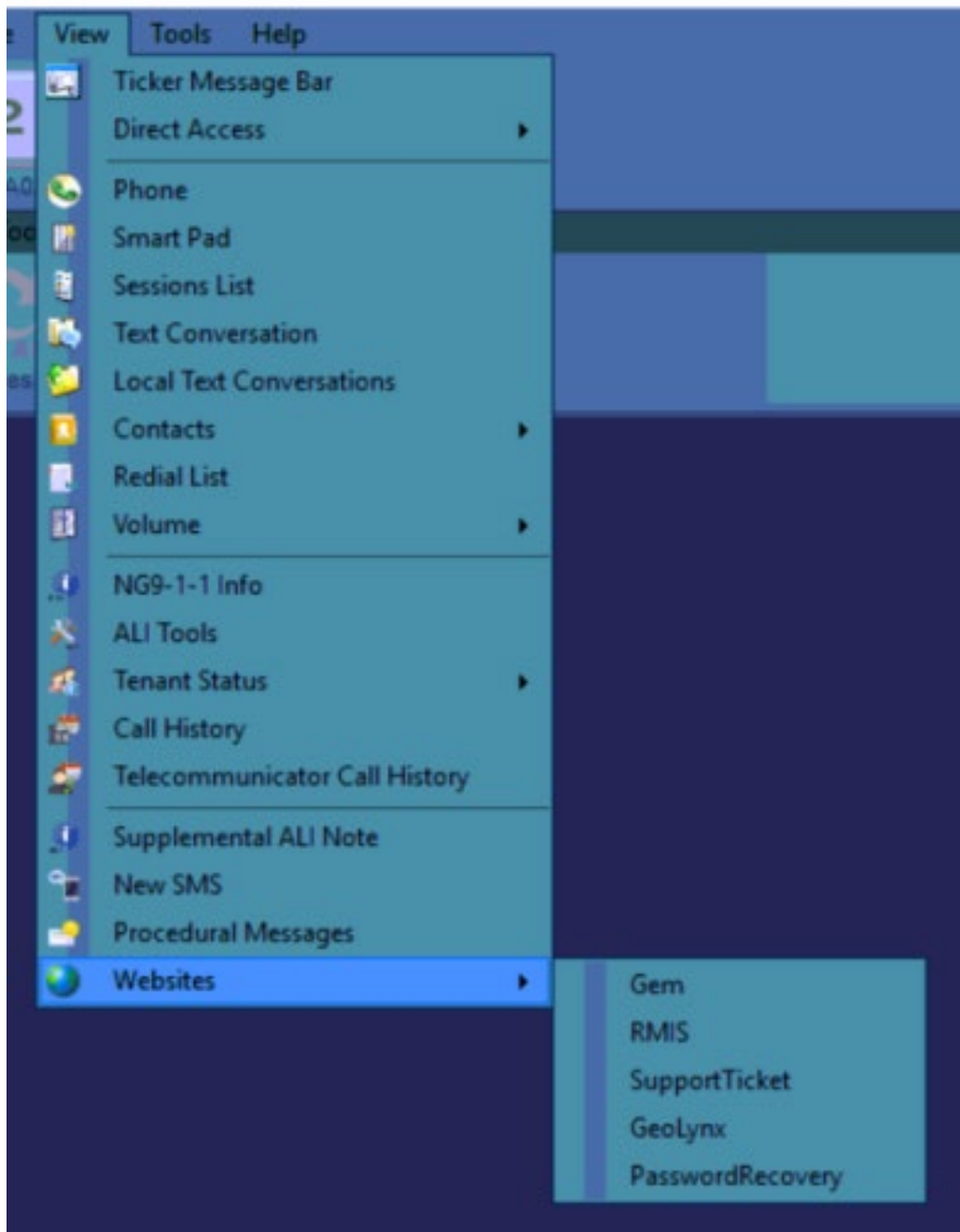


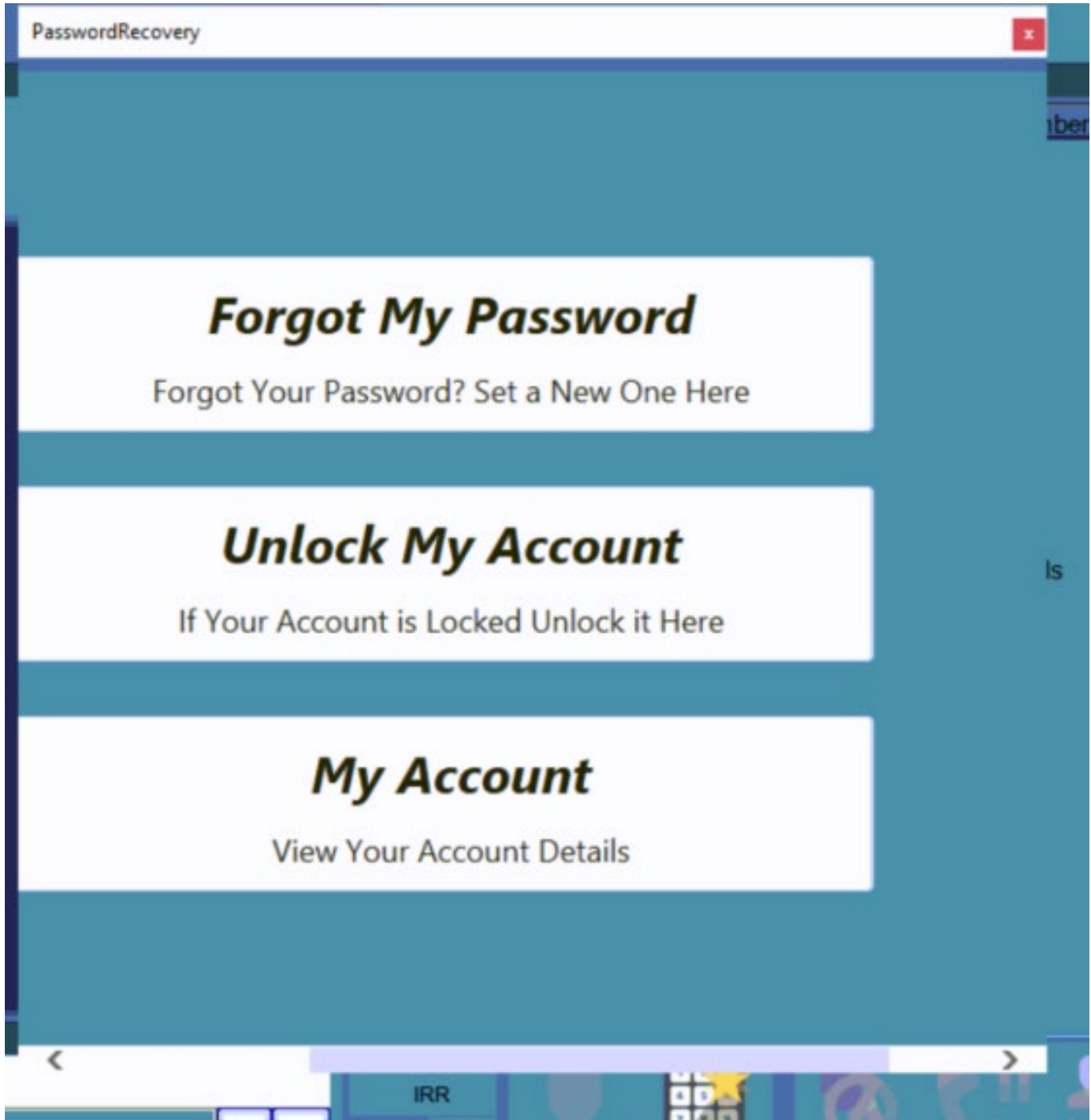
Password Recovery for Windows/Guardian 911

First, locate the top toolbar under the option View. Then, navigate down to Websites looking specifically for Password Recovery.



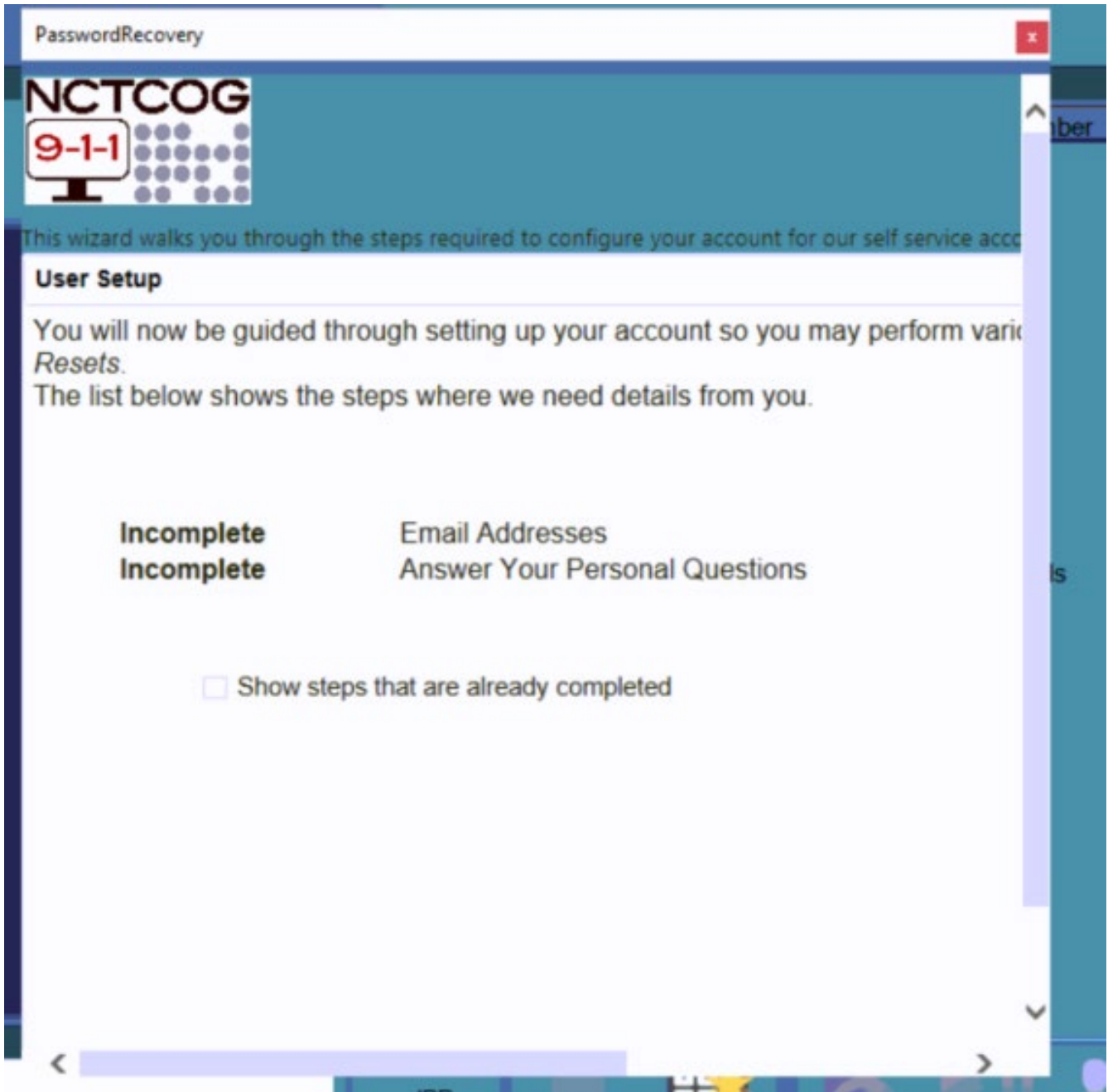


Begin by selecting “My Account” to set up access to Password Recovery.





Once selected, there will be a prompt asking for the account name and current password. This will validate and allow you to follow the options pictured below.





Scroll over to the right to begin the Setup Process, please select Next and follow the prompts. It will ask for an Email address for a Password Recovery. Leave the option selected for All Notifications

A screenshot of a web browser window titled "PasswordRecovery". The page has a teal header with a "G" logo on the left and a "Sign out" link on the right. Below the header, there is a teal banner with white text that reads "You through the steps required to configure your account for our self service account features." Below this banner, the text "You will need to send you messages and confirmations. Please provide your contact de" is visible, followed by "resses" in a larger font. There is an input field with "ess" in it, followed by a blue "Add" button. Below that, the email address "@nctcog.org" is displayed, followed by a dropdown menu set to "All Notifications" and a "Delete" link. At the bottom right, there is a blue button with "< Prev" and a downward arrow. The browser's address bar and other UI elements are partially visible at the bottom.



It will then prompt to provide Recovery questions for Validation in the event a password reset is needed. Guidelines: The same answer can not be used twice, and each answer must be at least five characters in length.

A screenshot of a web browser window titled "PasswordRecovery". The window has a blue header bar with the "NCTCOG 9-1-1" logo on the left. Below the header, a blue banner contains the text: "This wizard walks you through the steps required to configure your account for our self service acco". The main content area is titled "User Setup" and contains the instruction: "Answer Your Personal Questions. You can create more personal questions in the your account is setup." Below this are five text input fields with the following questions: "Where were you born?", "What is your favourite TV show?", "What was your first telephone number?", "What was your first pets name?", and "Where was your first school?". At the bottom of the form is a checkbox labeled "Show answers on screen". The window has a standard Windows-style title bar with a close button (red 'X') in the top right corner and navigation arrows at the bottom.



Once this is done, and all of the criteria have been met select Finish.

The screenshot shows a user setup wizard for NCTCOG 9-1-1. At the top left is the NCTCOG logo, which includes the text 'NCTCOG' and '9-1-1' next to a grid of grey dots. Below the logo, a blue banner contains the text 'his wizard walks you through the steps required to configure your account for our self service acco'. Underneath the banner is the section header 'User Setup'. The main text reads: 'The following is a summary of all changes that will be made. If any steps are not request details. Click on *Finish* to apply the new details.' Below this text are two columns of information. The left column has two lines of green text: 'Now Complete' and 'Now Complete'. The right column has two lines of black text: 'Email Addresses' and 'Answer Your Personal Questions'.