

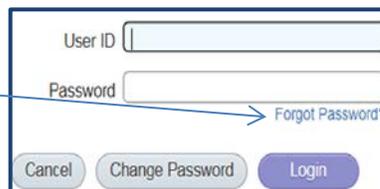
Self-Serve Password Resets

Quick Reference Guide

Resetting a password is a simple process that allows you to reset your own password for all of TPR's Online Services using these five short steps:

1. Select "Forgot Password?"

- You will be redirected to password reset page.



The screenshot shows a login form with two input fields: "User ID" and "Password". Below the "Password" field is a link labeled "Forgot Password?". At the bottom of the form are three buttons: "Cancel", "Change Password", and "Login". A blue arrow points from the "Forgot Password?" link to the first step heading.

2. Enter the email address associated to your account

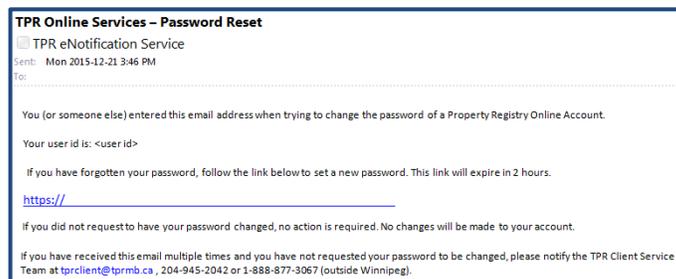
- A link to reset your password will be sent to the email address you provide if it matches the one on file with TPR.



The screenshot shows the "Online Services Forgot Password" page. It includes the heading "Online Services Forgot Password" and the text "Please enter the primary email address associated with your account. We will send you an email containing a link and instructions for changing your password." Below this is an "Email Address" input field containing "help@xyzlaw.com". At the bottom are "Cancel" and "Submit" buttons.

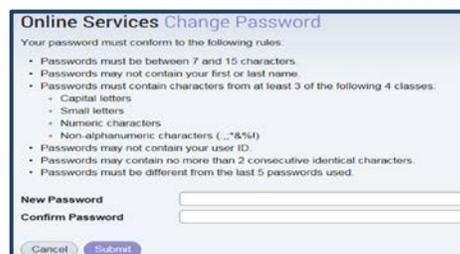
3. Click on the link in the email

- You will be sent to a page where you can reset your password.



The screenshot shows an email titled "TPR Online Services - Password Reset". The sender is "TPR eNotification Service" and it was sent on "Mon 2015-12-21 3:46 PM". The recipient is "To:". The body of the email states: "You (or someone else) entered this email address when trying to change the password of a Property Registry Online Account. Your user id is: <user id>. If you have forgotten your password, follow the link below to set a new password. This link will expire in 2 hours. https://". It also includes a note: "If you did not request to have your password changed, no action is required. No changes will be made to your account." At the bottom, it says: "If you have received this email multiple times and you have not requested your password to be changed, please notify the TPR Client Service Team at tpclient@tprmb.ca, 204-945-2042 or 1-888-877-3067 (outside Winnipeg)."

4. Reset your password using the password guidelines provided



The screenshot shows the "Online Services Change Password" page. It lists the following password rules: "Your password must conform to the following rules: Passwords must be between 7 and 15 characters. Passwords may not contain your first or last name. Passwords must contain characters from at least 3 of the following 4 classes: Capital letters, Small letters, Numeric characters, Non-alphanumeric characters (...*&%!). Passwords may not contain your user ID. Passwords may contain no more than 2 consecutive identical characters. Passwords must be different from the last 5 passwords used." Below the rules are two input fields: "New Password" and "Confirm Password". At the bottom are "Cancel" and "Submit" buttons.

5. Go back to the original login page

- You will now be able to now log in using your new password.



The screenshot shows the "Online Services Change Password" page with the message "You have changed your password." and a "Back" button.

If you experience problems while resetting your password, please contact tpclient@tprmb.ca for assistance.