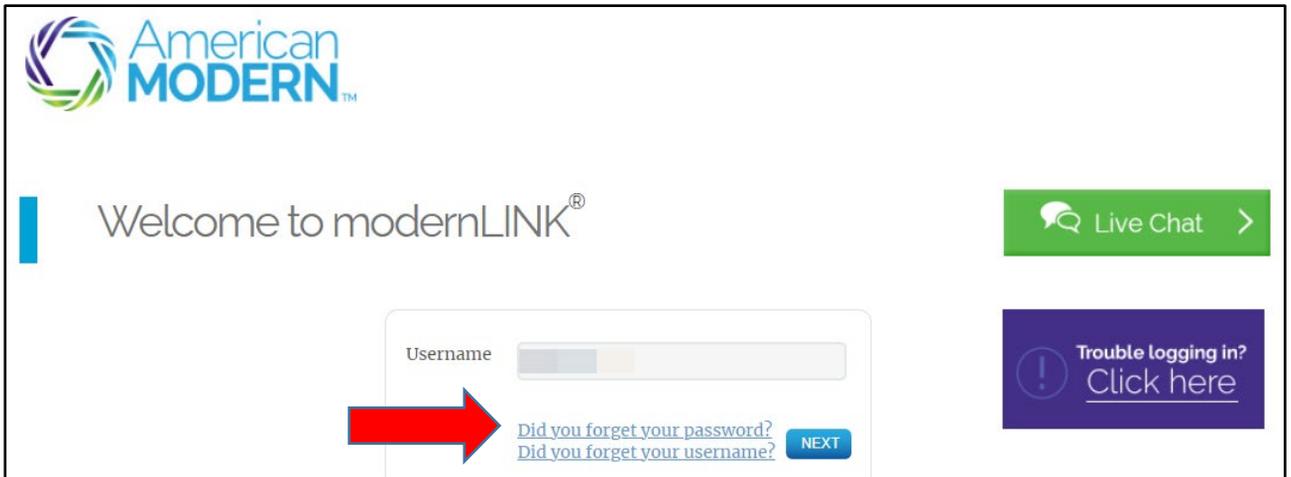


AMsuite[®]

Resetting a Password

The following pages will show how to reset a password

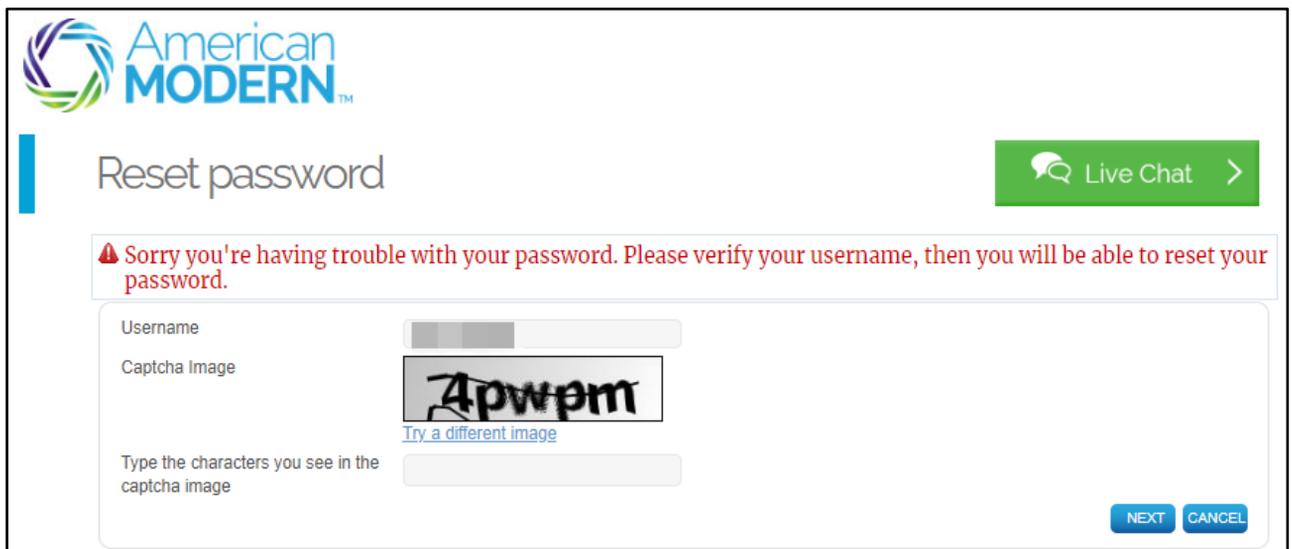
- 1 Click on the hyperlink of **“Did you forget your password?”**



The screenshot shows the login page for modernLINK. At the top left is the American MODERN logo. Below it, the text "Welcome to modernLINK[®]" is displayed. On the right side, there is a green "Live Chat" button and a purple button that says "Trouble logging in? Click here". In the center, there is a login form with a "Username" field. Below the username field, there are two hyperlinks: "Did you forget your password?" and "Did you forget your username?". A red arrow points to the "Did you forget your password?" link. To the right of these links is a blue "NEXT" button.

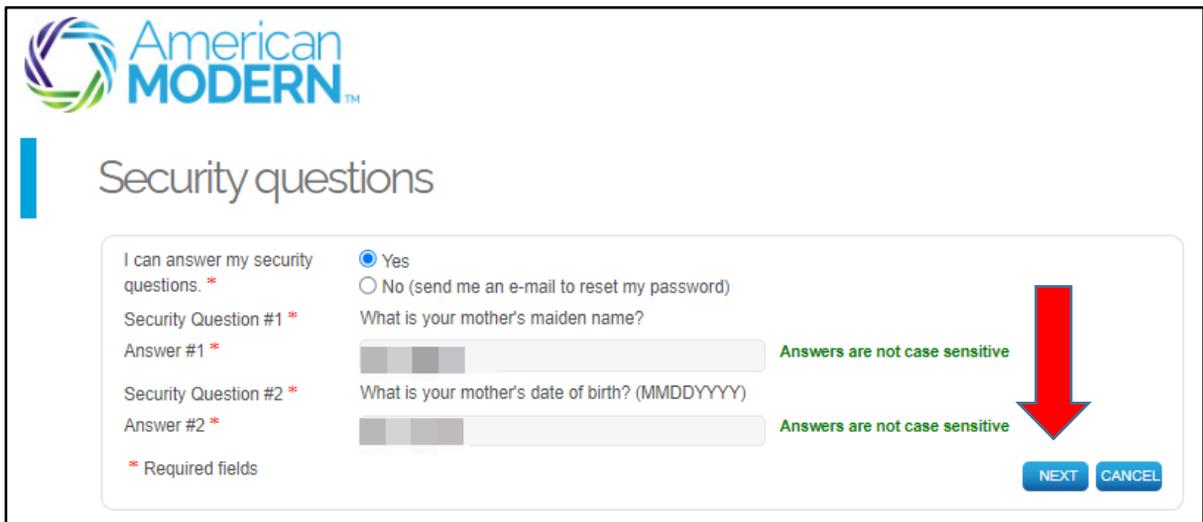
The reset link is single click and can only be used one-time per reset email.

- 2 Enter your username and enter the captcha image information. Select **NEXT**.



The screenshot shows the password reset page. At the top left is the American MODERN logo. Below it, the text "Reset password" is displayed. On the right side, there is a green "Live Chat" button. Below the header, there is a red warning message: "Sorry you're having trouble with your password. Please verify your username, then you will be able to reset your password." Below the warning, there is a form with a "Username" field and a "Captcha Image" field. The captcha image shows the characters "4pwpm". Below the captcha image, there is a link that says "Try a different image". Below the captcha field, there is a text prompt: "Type the characters you see in the captcha image" followed by an empty input field. At the bottom right of the form, there are two buttons: "NEXT" and "CANCEL".

- 3 The next page is security questions. You can leave the answer as “yes” then answer the two security questions. After answering both, select **NEXT**



American MODERN™

Security questions

I can answer my security questions. * Yes No (send me an e-mail to reset my password)

Security Question #1 * What is your mother's maiden name? Answers are not case sensitive

Answer #1 *

Security Question #2 * What is your mother's date of birth? (MMDDYYYY) Answers are not case sensitive

Answer #2 *

* Required fields

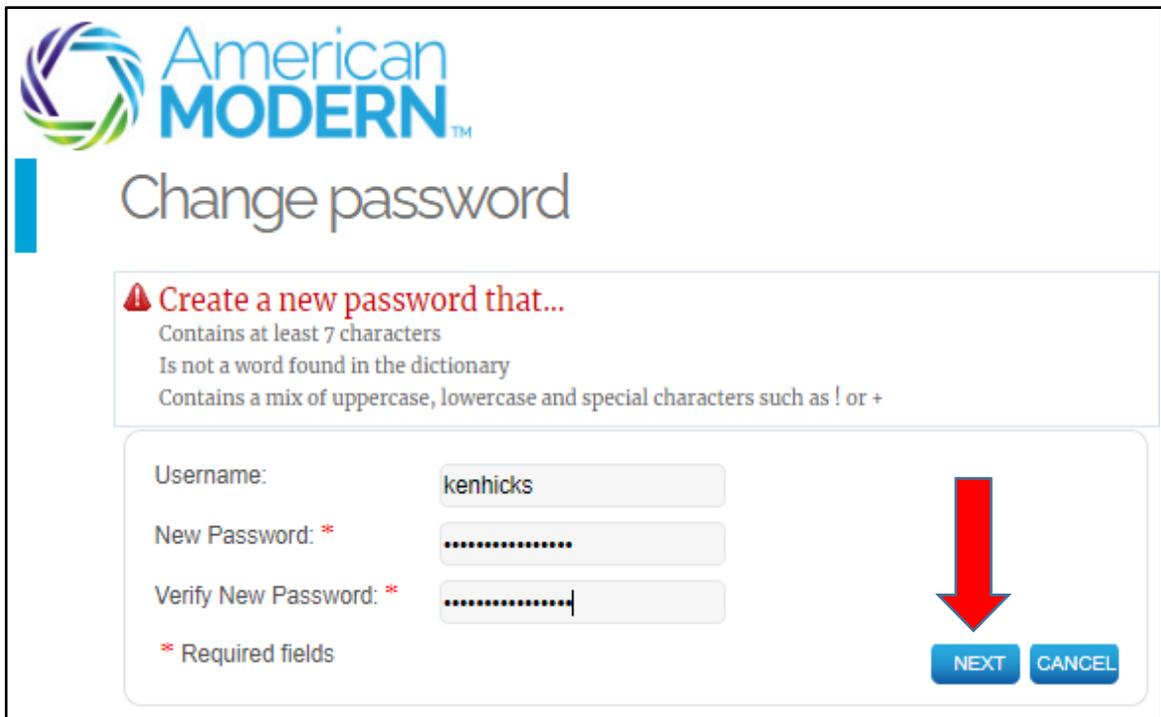
NEXT **CANCEL**

If you cannot answer your security questions, you have two options;

1.. Choose “No” and Select **NEXT** and an email will be sent to the email address we have on file for you which walks you through resetting up the password.

2. Go to the following link to reset your security question:
https://amsuite.amig.com/eidp/error_help.jsp

- 4 If the answers are accepted, it will take you to this next screen, where you will be able to enter a new password. Select **NEXT**.



 American
MODERN[™]

Change password

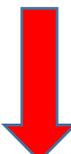
 **Create a new password that...**
Contains at least 7 characters
Is not a word found in the dictionary
Contains a mix of uppercase, lowercase and special characters such as ! or +

Username:

New Password: *

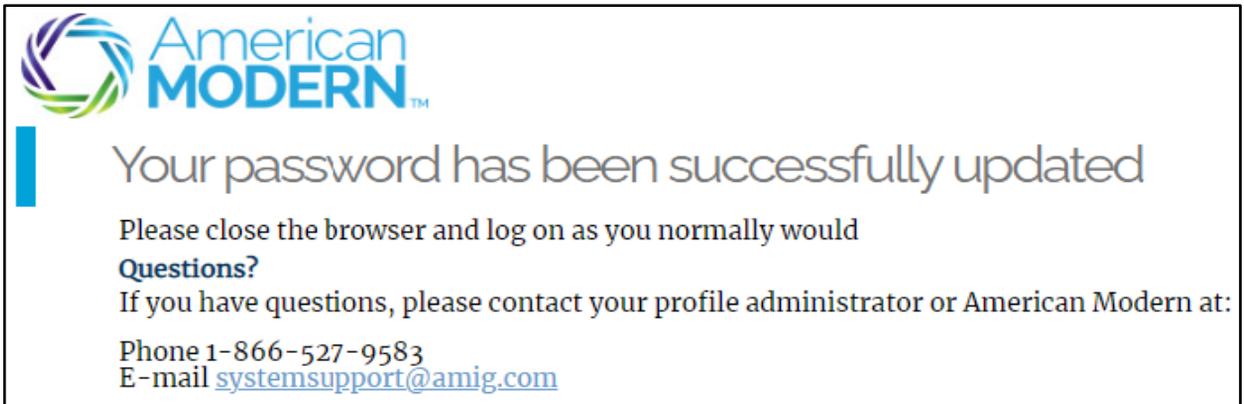
Verify New Password: *

* Required fields



Hints and tips: Create a new password that...

- *New Password must contain at least 7 characters*
- *Is not a word found in the dictionary*
- *Contains a mix of uppercase, lowercase and special characters such as ! or **



American MODERN™

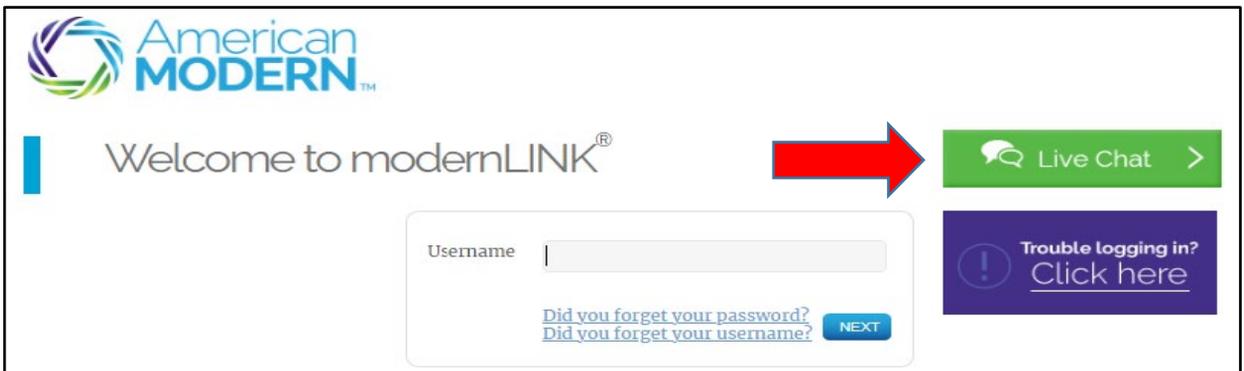
Your password has been successfully updated

Please close the browser and log on as you normally would

Questions?
If you have questions, please contact your profile administrator or American Modern at:

Phone 1-866-527-9583
E-mail systemsupport@amig.com

If you have any questions, please select the “**Live Chat**” option on the modernLINK login page. System Support can be contacted at: e-mail systemsupport@amig.com or vmail at 866-527-9583 with a callback within 1 hour.



American MODERN™

Welcome to modernLINK®

Username

[Did you forget your password?](#)
[Did you forget your username?](#)

If after you change the password and it says incorrect login:

- A. Clear Cookies
- B. Delete Favorite link
 1. Right click on the link in your favorites bar or list and delete your modernLINK favorite url
 2. Type amsuite.amig.com in url and re-save it as a favorite before you log in again

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