

# Forgot Your Password?

This user guide will walk you through the steps to reset the password to your Personal Financial Website. It is important to note that after three failed attempts to log in, the system will automatically lock your account for ten minutes as a security measure. After the ten minutes are up, follow the steps below to reset your password.

## Reset Your Password

1. Click **Forgot your password?** on the log-in screen.

PERSONAL  
FINANCIAL  
WEBSITE

Remember Me

Sign In

Forgot your password?

2. Enter the **username** and **email address** associated with your account, then click **Continue**.

Forgot Your Password?

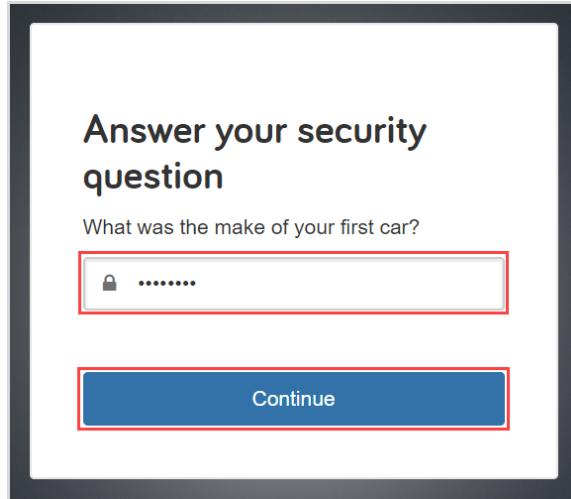
Start the process to reset your password.

Continue

Still need help?

# Forgot Your Password?

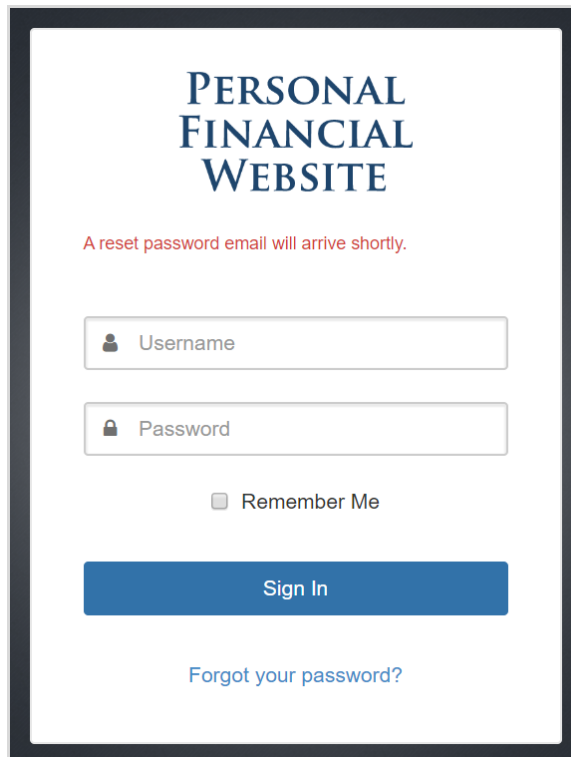
3. Answer your security question, then click **Continue**.



The screenshot shows a white rectangular box with a black border. At the top, it says "Answer your security question" in bold black text. Below that, it asks "What was the make of your first car?". There is a text input field with a red border containing a lock icon and several dots. Below the input field is a blue button with the word "Continue" in white text.

**Please Note:** These security questions and answers were set up when you signed into your Personal Financial Website for the first time or you may have reset them in your Settings. After three failed attempts, your account will be locked for ten minutes. You can try again after ten minutes or contact your Financial Representative.

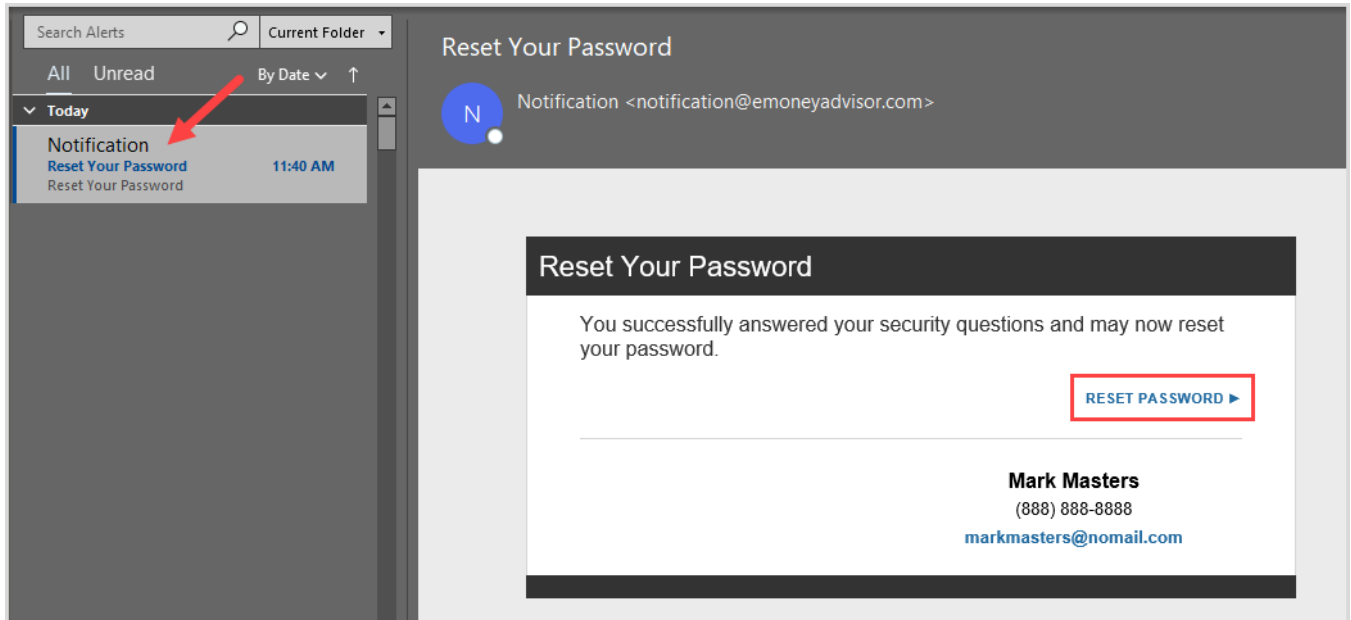
4. Upon successfully verifying your identity, the system will generate an email that includes a link to reset your password.



The screenshot shows a white rectangular box with a black border. At the top, it says "PERSONAL FINANCIAL WEBSITE" in large, bold, blue capital letters. Below that, it says "A reset password email will arrive shortly." in red text. There are two text input fields: the first is labeled "Username" and the second is labeled "Password" with a lock icon. Below the input fields is a checkbox labeled "Remember Me". At the bottom, there is a blue button with the text "Sign In" in white. Below the button is a link that says "Forgot your password?" in blue text.

# Forgot Your Password?

5. Navigate to your email inbox and locate the email titled **Reset Your Password**. Click **Reset Password**.



**Please Note:** This will come from the email address **notification@emoneyadvisor.com**. If you cannot find the email, please check your spam and junk folders.

6. You will be taken to a new tab in your browser and prompted to set your new password. Once all password requirements are checked off in green, click **Continue** to be taken to your Personal Financial Website Home page.

### Set Password

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🔒 .....

Continue

Password requirements:

- Contains at least 8 characters.
- Contains lowercase letters.
- Contains uppercase letters.
- Contains numbers.
- Contains special characters.
- Is not one of your 3 most recent passwords.
- Does not contain username, first name, or last name.

[Need help?](#)