

Summary

For a forgotten password, a user can reset their password by following the instructions below.

1. Click Forgot Password?

From the login page, click the Forgot Password? Hyperlink.

The screenshot shows the Kepro LOGIN page. At the top is the Kepro logo. Below it is the title "LOGIN". There are two input fields: "USERNAME *" with the text "training" and "PASSWORD *" with asterisks. Below the password field is a red error message: "Your login attempt was not successful. Please try again." At the bottom right is a "LOGIN >" button. At the bottom center, there is a link "If you don't already have a Kepro account, you can register here." and a "Forgot Password?" link highlighted with a red box.

2. Enter Username

Enter your username and click **NEXT**.

The screenshot shows the "Forgot Password" page. At the top is the title "Forgot Password". Below it is the label "USERNAME *". There is a large empty input field outlined in red. At the bottom left is a "CANCEL <" button and at the bottom right is a "NEXT >" button. A red arrow points from the input field towards the "NEXT" button.

3. Answer Security Question

Answer the security question you selected when creating your account, then enter a new password and confirm the password, then click **FINISH**.

The screenshot shows the "Forgot Password" page with instructions: "You must supply your username and answer your security question to reset your password." Below this are password requirements: "Passwords must be a minimum of 8 letters and a maximum of 16. Passwords must include at least one upper case letter, one lower case letter, one number, and one special character. Special characters are @, %, +, \, /, !, #, \$, %, ^, ~, ~, (,), [,], ~, ~, ~". There are four input fields: "USERNAME" (with a blurred value), "QUESTION" (with the text "What city were you born?"), "ANSWER *" (with a red error message "Answer is required"), "NEW PASSWORD *" (with a red error message "New Password is required"), and "CONFIRM PASSWORD *" (with a red error message "Confirm Password is required"). At the bottom left is a "CANCEL <" button and at the bottom right is a "FINISH >" button. A red arrow points to the "FINISH" button.

Account Locked? After several unsuccessful login attempts, your account will lock. To unlock, you will need to contact Kepro Customer Support at 720.689.9630 for assistance.