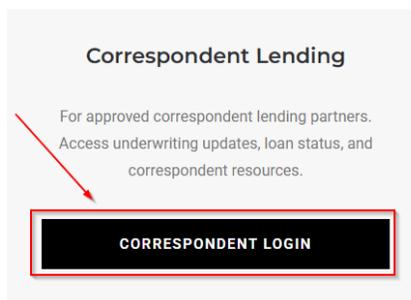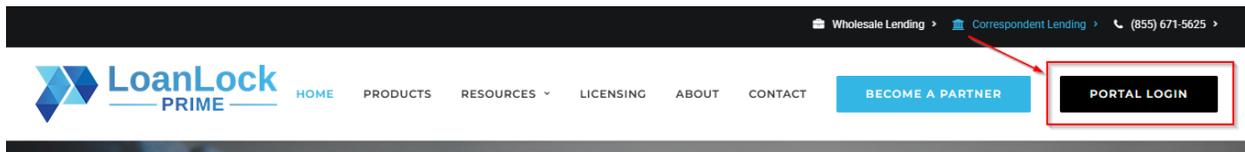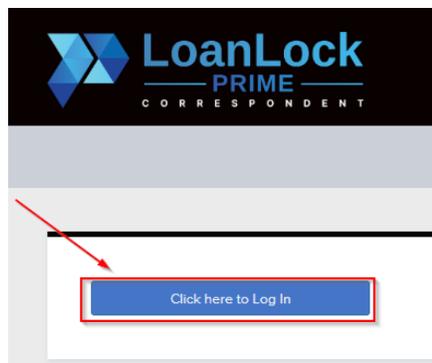# Resetting User Password
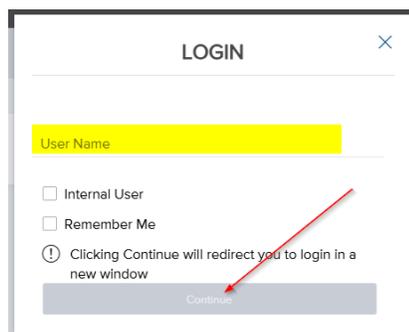
All users can reset their password by attempting to login.

Log in to the client portal via www.loanlockprime.com

Click 'Click here to Log In':

Enter the User Name and click 'Continue':
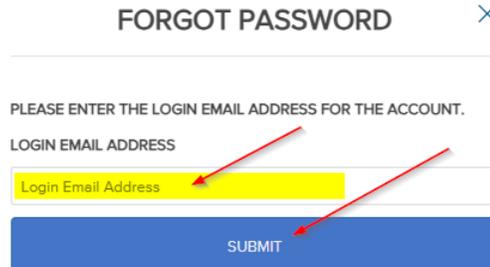
Click 'Forgot Password?' on the next window that opens where you would normally enter your Password.
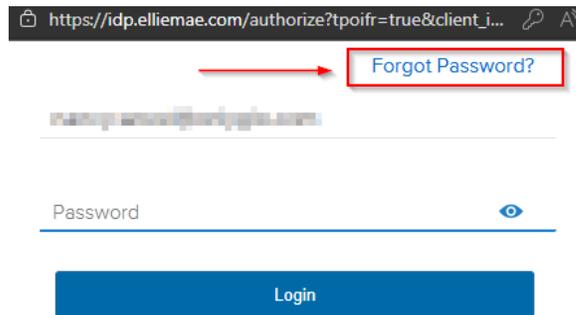
Enter the user's login email address and click 'Submit':

The user will need to check their inbox for a password reset email and follow the instructions to reset. Check their spam folder if the email is not seen in their inbox.

The new password must contain a minimum of 8 characters and contain one lower case, upper case, number and special character.

IMPORTANT: The user only has one attempt to reset their password. If the password entered does not meet requirements, they cannot use the same link to try again. A new password reset email must be sent to them to re-attempt to change their password.