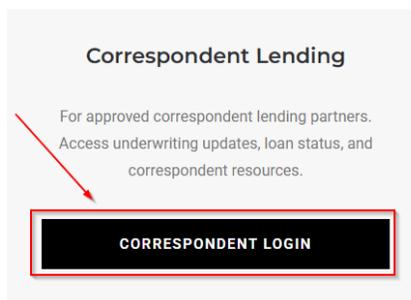
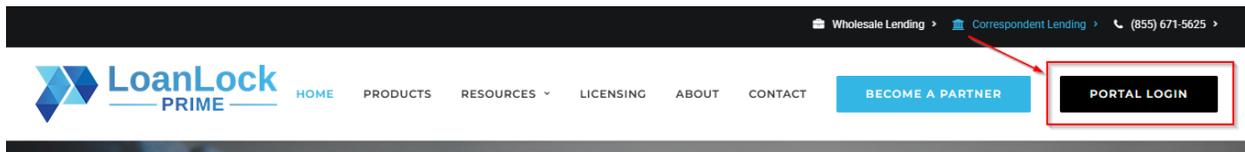


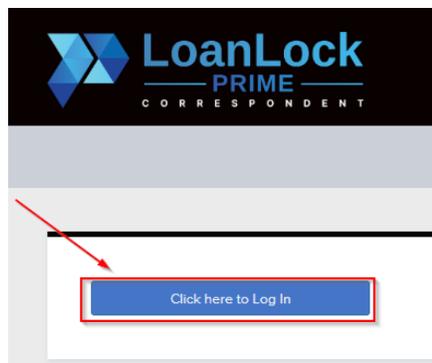
## Resetting User Password

All users can reset their password by attempting to login.

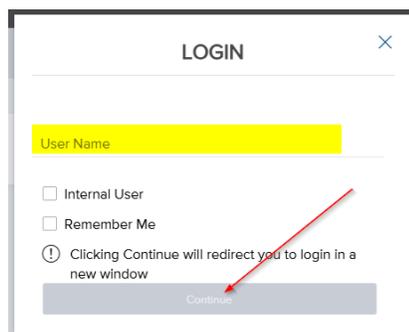
Log in to the client portal via [www.loanlockprime.com](http://www.loanlockprime.com)



Click 'Click here to Log In':



Enter the User Name and click 'Continue':



LOGIN

User Name

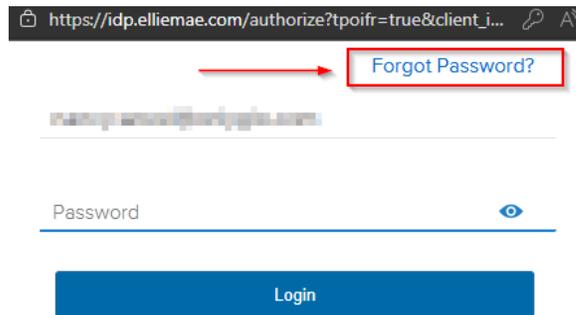
Internal User

Remember Me

⚠ Clicking Continue will redirect you to login in a new window

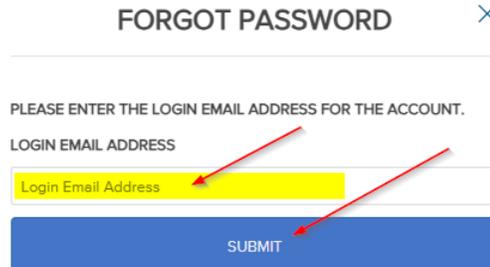
Continue

Click 'Forgot Password?' on the next window that opens where you would normally enter your Password.



A screenshot of a web browser showing a login page. The address bar contains the URL: `https://idp.elliemae.com/authorize?tpoifr=true&client_i...`. A red box highlights the text "Forgot Password?" with a red arrow pointing to it from the left. Below the address bar is a blurred area, followed by a "Password" input field with a blue underline and an eye icon. At the bottom is a blue "Login" button.

Enter the user's login email address and click 'Submit':



A screenshot of a "FORGOT PASSWORD" dialog box. The title bar says "FORGOT PASSWORD" with a close button (X). The main text reads: "PLEASE ENTER THE LOGIN EMAIL ADDRESS FOR THE ACCOUNT." Below this is the label "LOGIN EMAIL ADDRESS" and a text input field containing "Login Email Address". A red arrow points to the input field. Below the input field is a blue "SUBMIT" button, also with a red arrow pointing to it.

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.