

Please see steps below this should help users reset their password. Please let me know if you have any questions.

1. Click on the Forgot your Password link on the main Encore Anywhere page.



The screenshot shows the 'MEMBER LOGIN' section of the Encore Anywhere website. It features a header with the logo and a brief description of the service. Below the description is a 'MEMBER LOGIN' form with two input fields for 'Username' and 'Password', a 'Login' button, and a 'Forgot your password?' link. The background is a dark blue with a world map graphic.

2. Enter in your username in the box and click submit. You will see the green text below saying there was an email address associated with the username on the account. The My Profile tab in Encore Anywhere would list the username associated with the account for the user that is logged in. Alternately an admin can log in to their Encore Account and go to Company Settings → Users → and click on the username to verify what email is associated with that user.



The screenshot shows the 'RESET PASSWORD' section of the Encore Anywhere website. It features a header with the logo and a brief description of the service. Below the description is a 'RESET PASSWORD' form with an input field for 'Enter your Username' containing the text 'drerceg1'. There are 'Submit' and 'Cancel' buttons. Below the form, a green message states: 'A link to reset your password has been sent to the email address associated with this username'. The background is a dark blue with a world map graphic.

- You will receive an email like below. You want to click on the first hyperlink in blue. If you do not receive an email right away check your spam folder to make sure it didn't filtered there by mistake.



Wed 10/21/2015 1:59 PM

no-reply@sdbt-mail.com

EncoreAnywhere Account Information

To Erceg, Alan



Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Dear EncoreAnywhere user,

A request was received to reset your EncoreAnywhere password. Please select the link below to proceed with this request.

<https://www.encoreanywhere.com/EncoreNetWeb/passwordreset/resetpassword.aspx?token=7abb9f40fa863eb0647171db044a6d8ff8f15a4593ea9aee00d66d9592cf30ba>

If you have not requested a password reset for your EncoreAnywhere account, please select the link below.

<https://www.encoreanywhere.com/EncoreNetWeb/passwordreset/cancelrequest.aspx?token=7abb9f40fa863eb0647171db044a6d8ff8f15a4593ea9aee00d66d9592cf30ba>

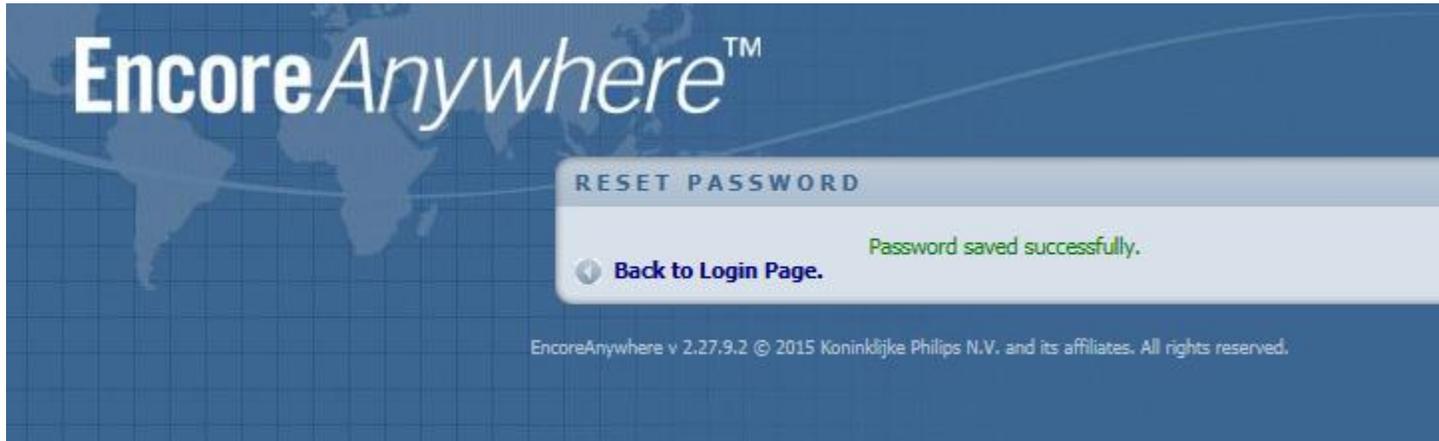
Best Regards,

The EncoreAnywhere Support Team

- You will see a screen like below after you click on the link to enter in your new password and confirm it. You would type in the new password you wanted twice and click on submit.

The screenshot shows the EncoreAnywhere logo at the top left. Below it is a form titled "RESET PASSWORD". The form contains two input fields: "Password" and "Confirm Password". Below these fields is a "Submit" button. At the bottom of the form is a link that says "Back to Login Page." with a left-pointing arrow. At the very bottom of the page, there is a small copyright notice: "EncoreAnywhere v 2.27.9.2 © 2015 Koninklijke Philips N.V. and its affiliates. All rights reserved."

5. Once the password is saved you will see the below text, then click back to login page, and log in with your username and the new password you just selected.



Thanks,

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