

# B.O.L.T. TRAINING

## Lesson 04 - Forgot Password

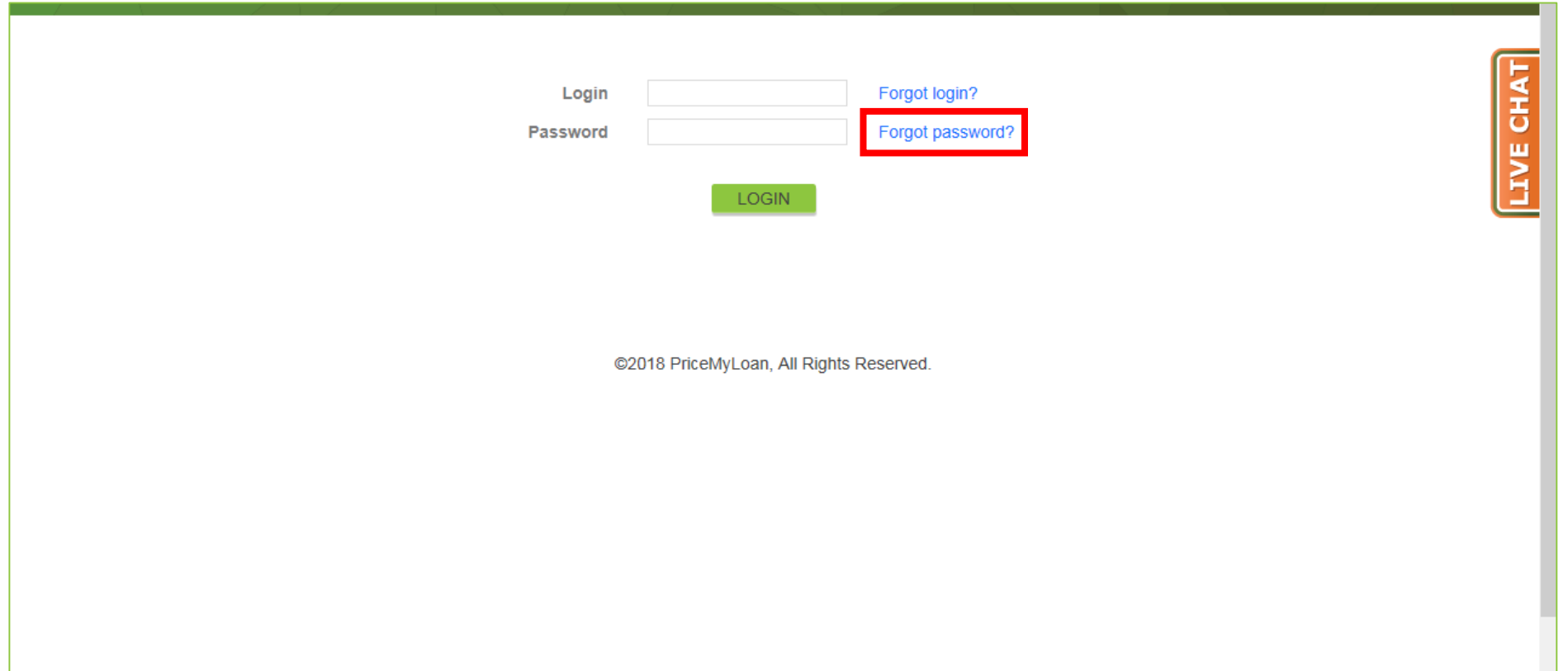


# In This Training We Will Discuss

- What To Do If You Forgot Your Password



# What To Do If You Forgot Your Password



The image shows a login screen for B.O.L.T. with a green header bar. The login form includes two input fields: "Login" and "Password". To the right of the "Login" field is a blue link "Forgot login?". To the right of the "Password" field is a blue link "Forgot password?", which is highlighted with a red rectangular box. Below the input fields is a green "LOGIN" button. In the bottom right corner, there is a vertical orange button labeled "LIVE CHAT". At the bottom center of the page, the text "©2018 PriceMyLoan, All Rights Reserved." is displayed.

Login

Password

[Forgot login?](#)

[Forgot password?](#)

LOGIN

©2018 PriceMyLoan, All Rights Reserved.

LIVE CHAT

1. From the B.O.L.T. Login screen, click “Forgot Password?”.





### Reset Your Password

**Receive Instructions By Email**  
Please enter your login and e-mail address registered with PriceMyLoan.

Login

E-mail

LIVE CHAT

## 2. Enter Login.

## Reset Your Password

### Receive Instructions By Email

Please enter your login and e-mail address registered with PriceMyLoan.

Login

E-mail

CANCEL

SUBMIT

LIVE CHAT

### 3. Enter Email.

## Reset Your Password

### Receive Instructions By Email

Please enter your login and e-mail address registered with PriceMyLoan.

Login

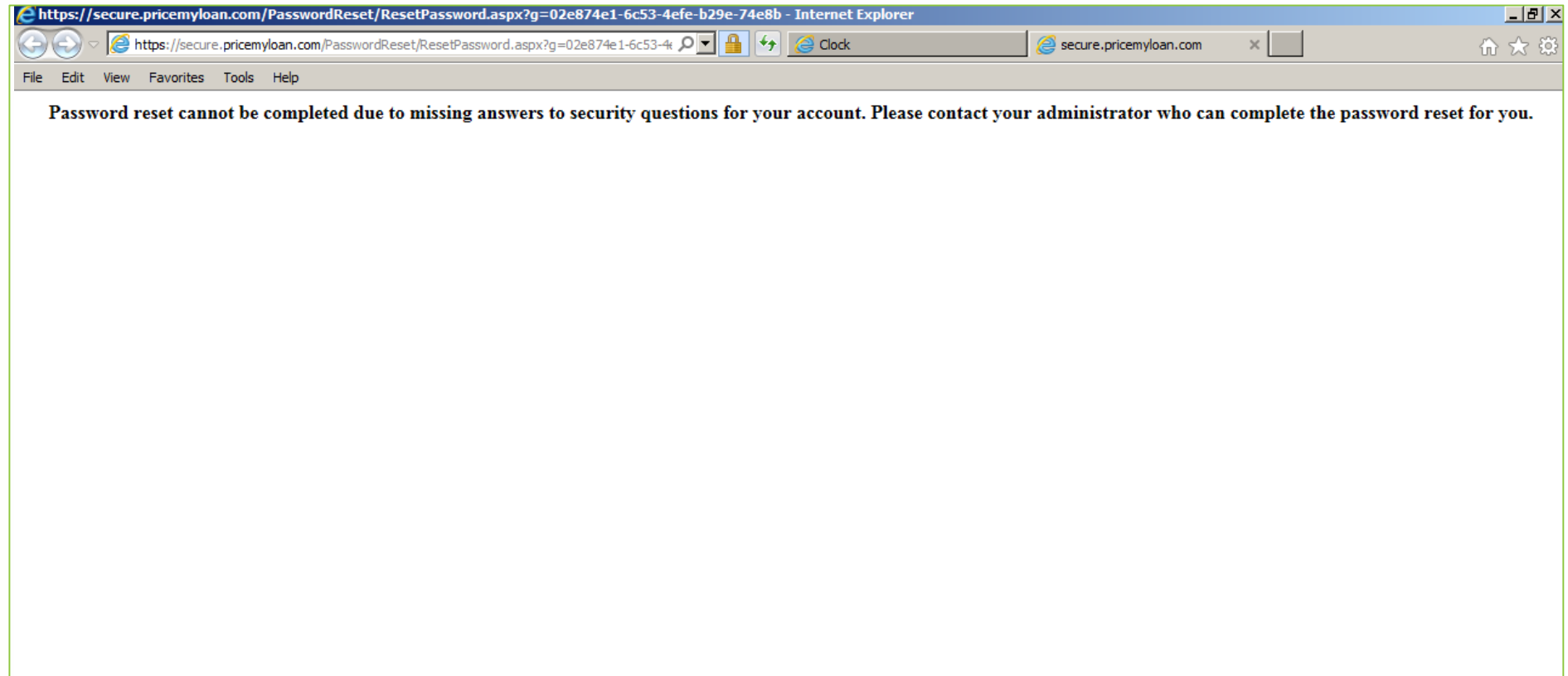
E-mail

CANCEL

SUBMIT

LIVE CHAT

4. Click “Submit”.

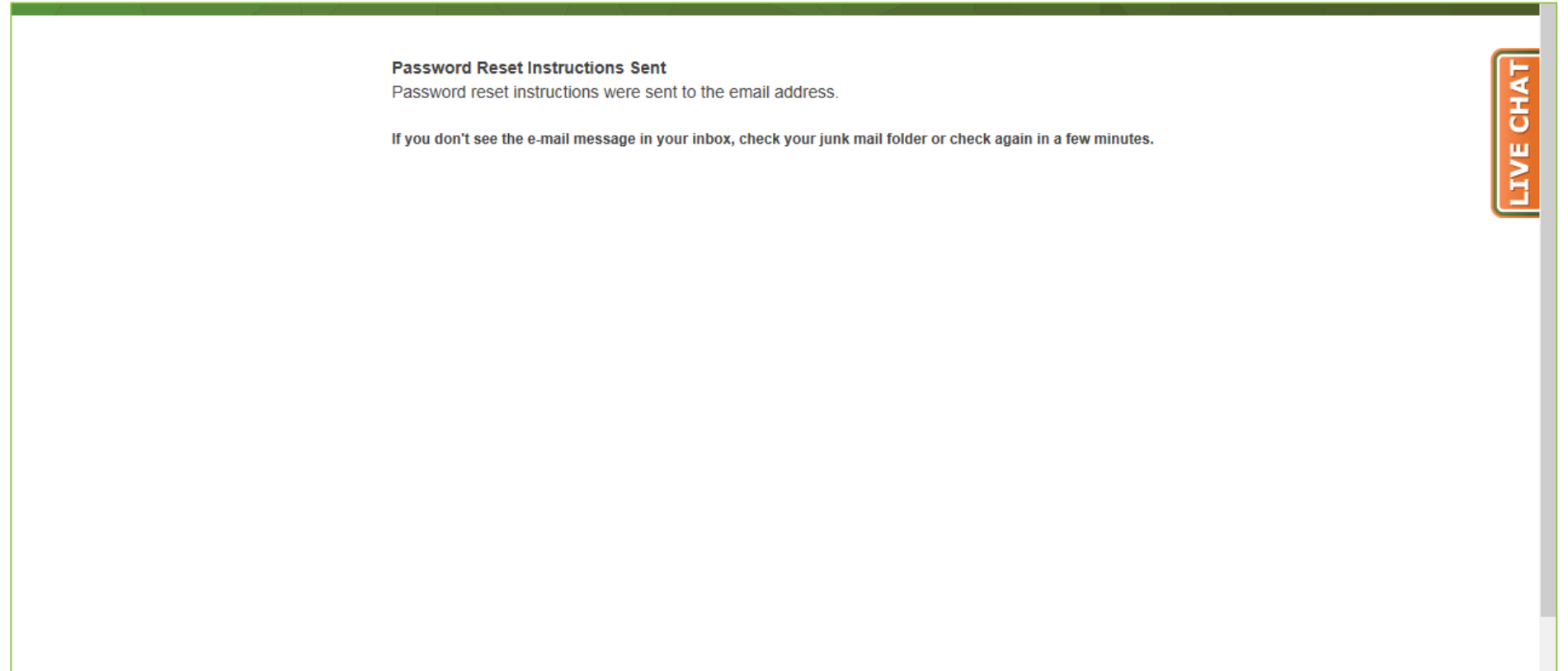


## For Users That Receive An Error

**5-A.** The Security Questions were not filled out. Please contact our Admin Department:


PHONE: 909-793-1500 EMAIL: [BrokerSupport@mwfinc.com](mailto:BrokerSupport@mwfinc.com) LIVE CHAT: Available in  
**B.O.L.T.**





## For Users That Do Not Receive An Error

**5-B.** The screen confirms a Password Reset email was sent.



To reset your password, click on the link below to complete the process. If you are having trouble accessing the link, copy and paste the link into the address bar of Internet Explorer.

<https://secure.pricemyloan.com/PasswordReset/ResetPassword.aspx?g=02e9fa51-a03d-457f-8573-6d98d7f43cfd&lenderpmlsiteid=27a68d4b-22ce-4476-aa78-be0de3607469>

Thank you

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*This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. If you have received this email in error, please note that any use, copying or distribution of this e-mail, in whole or in part, is strictly prohibited. Please notify the sender by return e-mail of the error and delete this e-mail from your system. Finally, the recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email.*

## 6. Go to that email, then click the link.

## Reset Your Password

### Security Questions

Question 1 What was the name of your childhood best friend?

Answer 1

Question 2 What was the color of your first car?

Answer 2

Question 3 What was the title of the song you had your first dance to at your wedding?

Answer 3

CANCEL

VERIFY ANSWERS

7. Enter an answer for Question 1/Answer 1.

## Reset Your Password

### Security Questions

Question 1 What was the name of your childhood best friend?

Answer 1

Question 2 What was the color of your first car?

Answer 2

Question 3 What was the title of the song you had your first dance to at your wedding?

Answer 3

CANCEL

VERIFY ANSWERS

8. Enter an answer for Question 2/Answer 2.

## Reset Your Password

### Security Questions

Question 1 What was the name of your childhood best friend?

Answer 1

Question 2 What was the color of your first car?

Answer 2

Question 3 What was the title of the song you had your first dance to at your wedding?

Answer 3

CANCEL

VERIFY ANSWERS

9. Enter an answer for Question 3/Answer 3.



## Reset Your Password

### Security Questions

Question 1 What was the name of your childhood best friend?

Answer 1

Question 2 What was the color of your first car?

Answer 2

Question 3 What was the title of the song you had your first dance to at your wedding?

Answer 3

CANCEL

VERIFY ANSWERS

10. Click “Verify Answers”.

## Reset Your Password

### Security Questions

Question 1 What was the name of your childhood best friend?

Answer 1

Question 2 What was the color of your first car?

Answer 2

Question 3 What was the title of the song you had your first dance to at your wedding?

Answer 3

One or more of the answers were incorrect. You have 2 tries remaining before this account is locked.

CANCEL

VERIFY ANSWERS

## If The Answers Were Not Verified

**11-A.** Retype the correct answers. If forgotten, please contact our Admin Department:

PHONE: 909-793-1500 EMAIL: [BrokerSupport@mwfinc.com](mailto:BrokerSupport@mwfinc.com) LIVE CHAT: Available in  
**B.O.L.T.**



### Reset Your Password

**Set New Password**

New Password

••••••••

Retype New Password

CANCEL

CHANGE

- ✔ Password must have a minimum of 6 characters.
- ✔ Password must contain at least one numeric and one alphabetic character.
- ✔ Password cannot contain first name, last name, or login name.
- ✔ Password cannot contain 3 identical characters in a row (Example: AAAsample1, sample1111).
- ✔ Password cannot contain 3 consecutive alphabetical or numeric characters in a row (Example: sampleABC, MNOSample, sampleOPQsample, sample123sample).
- ✔ Password cannot be the same as the previous password.


## If The Answers Were Verified

**11-B.** Enter New Password.



# Password Rules

- Password must have a minimum of 6 characters.
- Password must contain at least one numeric and one alphabetic character.
- Password cannot contain first name, last name, or login name.
- Password cannot contain 3 identical characters in a row (Example: AAAsample1, sample1111).
- Password cannot contain 3 consecutive alphabetical or numeric characters in a row (Example: sampleABC, MNOSample, sampleOPQsample, sample123sample).
- Password cannot be the same as the previous password.
- Passwords can only contain safe characters. Not Allowed: < > " ' % ; ) ( & + - =



## Reset Your Password

**Set New Password**


New Password

Retype New Password  ✓

- ✓ Password must have a minimum of 6 characters.
- ✓ Password must contain at least one numeric and one alphabetic character.
- ✓ Password cannot contain first name, last name, or login name.
- ✓ Password cannot contain 3 identical characters in a row (Example: AAAsample1, sample1111).
- ✓ Password cannot contain 3 consecutive alphabetical or numeric characters in a row (Example: sampleABC, MNOSample, sampleOPQsample, sample123sample).
- ✓ Password cannot be the same as the previous password.

## 12. Retype New Password.












## Reset Your Password

**Set New Password**

New Password

Retype New Password  

-  Password must have a minimum of 6 characters.
-  Password must contain at least one numeric and one alphabetic character.
-  Password cannot contain first name, last name, or login name.
-  Password cannot contain 3 identical characters in a row (Example: AAAsample1, sample1111).
-  Password cannot contain 3 consecutive alphabetical or numeric characters in a row (Example: sampleABC, MNOSample, sampleOPQsample, sample123sample).
-  Password cannot be the same as the previous password.

**13.** Click “Change”.

## Reset Your Password

### Successfully Changed Password

Your password may now be used to [sign in](#)

**14.** The screen confirms the Password was Reset.



## For Further Password Assistance

Please contact our Administration Department at:

PHONE: 909-793-1500

EMAIL: [BrokerSupport@mwfinc.com](mailto:BrokerSupport@mwfinc.com)

LIVE CHAT: Available in B.O.L.T.



# THANK YOU FOR VIEWING

For further B.O.L.T. Training, please visit <https://www.mwfwholesale.com>