

Reset Password/ In App Unlock

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The application allows users to reset passwords manually.

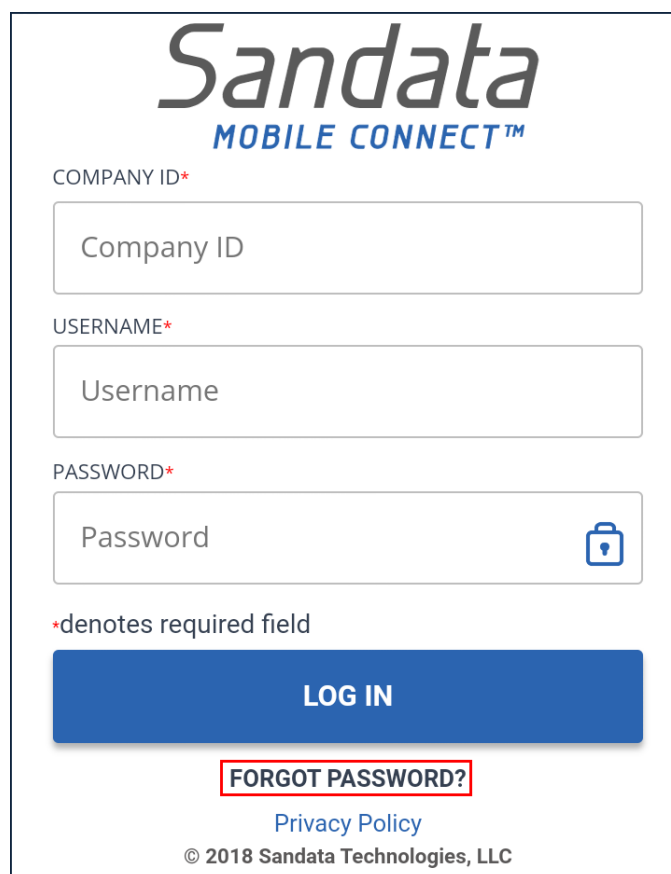


Note:

In App Unlock: If too many consecutive unsuccessful log-in attempts are made, the account is locked. When in app unlock functionality is enabled, users are automatically redirected to the reset password screen once the account is locked.

Follow the instructions to reset the password and unlock the account.

1. Enter the **COMPANY ID** and **USERNAME**.
2. Click **FORGOT PASSWORD?**.

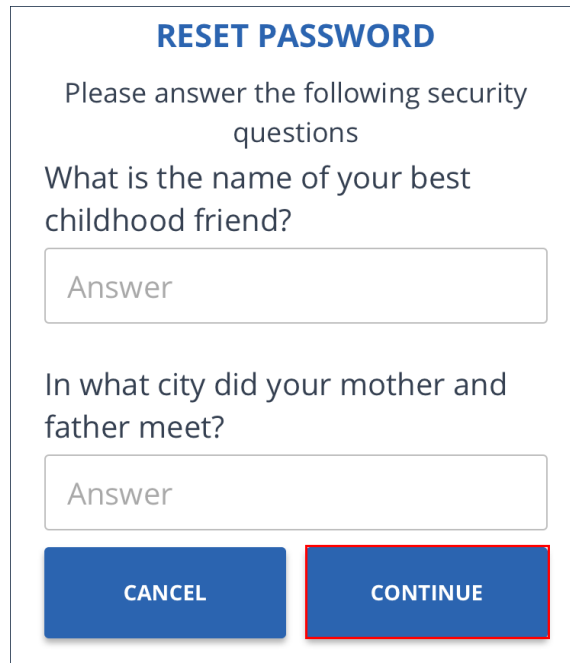


The screenshot shows the Sandata Mobile Connect login interface. At the top is the Sandata logo with 'MOBILE CONNECT™' below it. There are three input fields: 'COMPANY ID*' with a placeholder 'Company ID', 'USERNAME*' with a placeholder 'Username', and 'PASSWORD*' with a placeholder 'Password' and a lock icon. Below the fields is a note '*denotes required field'. A large blue 'LOG IN' button is centered. Below the button is a red-bordered box containing the text 'FORGOT PASSWORD?'. At the bottom, there is a 'Privacy Policy' link and the copyright notice '© 2018 Sandata Technologies, LLC'.

3. Answer the security questions selected during initial log-in.

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4. Tap **CONTINUE**.



RESET PASSWORD

Please answer the following security questions

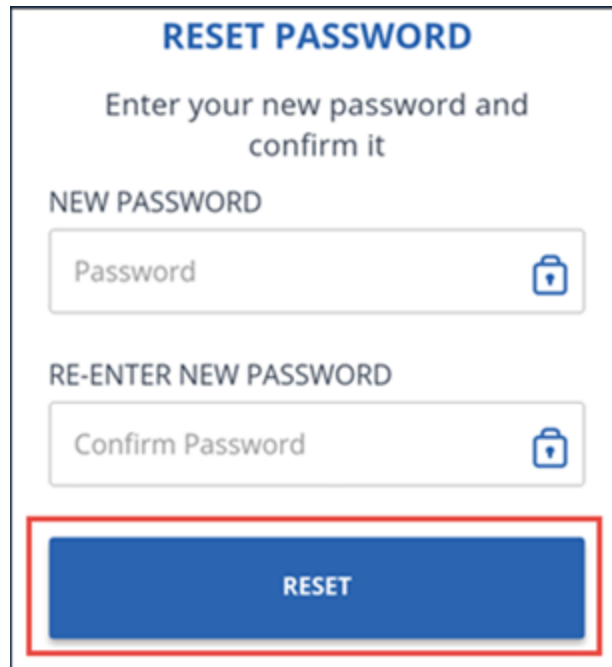
What is the name of your best childhood friend?

In what city did your mother and father meet?

CANCEL **CONTINUE**

5. Enter and re-enter a new password.

6. Tap **RESET**.



RESET PASSWORD

Enter your new password and confirm it

NEW PASSWORD

RE-ENTER NEW PASSWORD

RESET