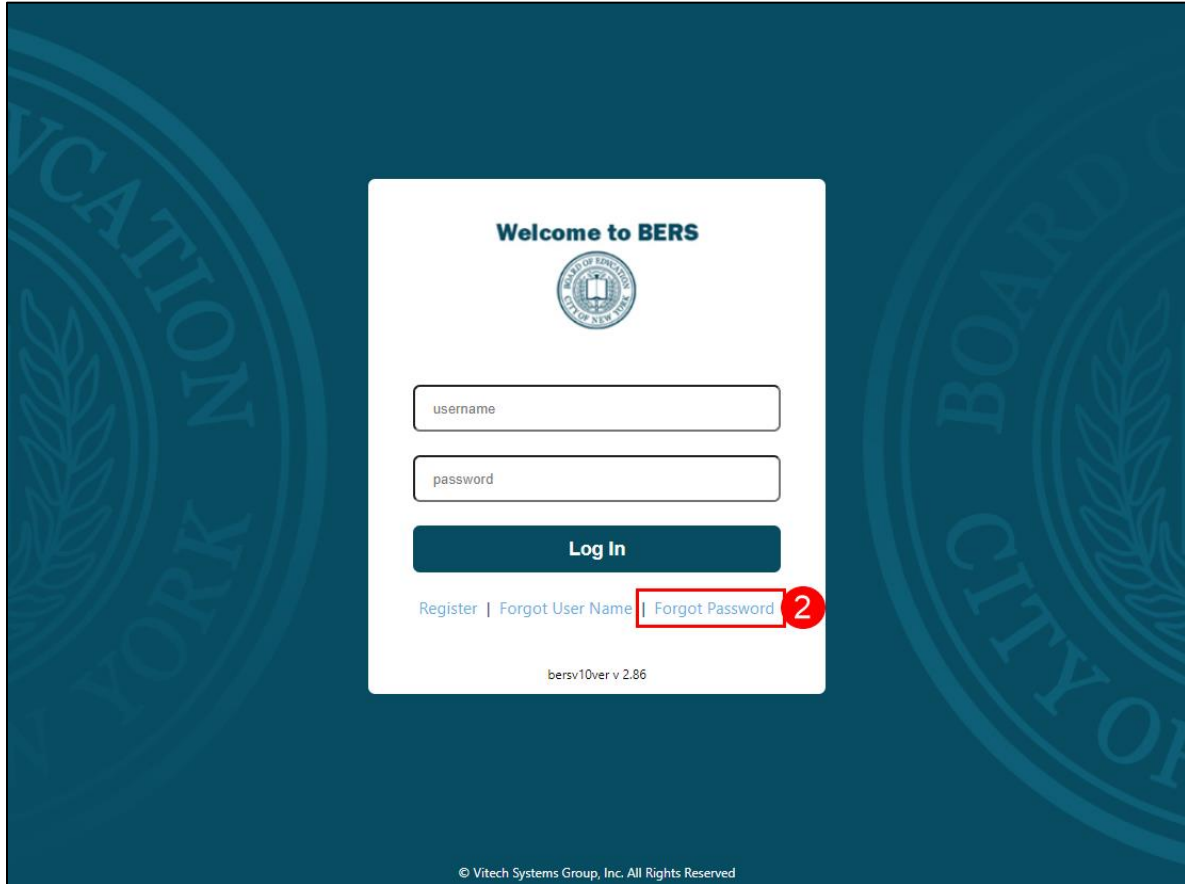


Resetting a forgotten MSS Password

1. Navigate to the *Member Self Service* logon window.
2. Click the **Forgot Password** link.



- 3. Enter your **User Name**.
- 4. Click **Next**.

The screenshot shows the 'Password Reset' page with the 'Account Lookup' step selected. The progress indicator shows '1 Account Lookup', '2 Security Questions', and '3 New Password'. The instruction reads: 'To help us locate your account, please enter your username below'. A text input field contains 'CRISTINA_DERISO' and is highlighted with a red box and a red circle '3'. Below the field are 'CANCEL' and 'NEXT' buttons, with the 'NEXT' button highlighted by a red box and a red circle '4'. The top left says 'Welcome to BERS' and the top right says 'Got an account? Login here'.

- 5. Answer your security **Question 1** and **Question 2**.
- 6. Click **Next**.

The screenshot shows the 'Password Reset' page with the 'Security Questions' step selected. The progress indicator shows '1 Account Lookup', '2 Security Questions', and '3 New Password'. The instruction reads: 'Please answer the security questions.'. There are two question-answer pairs: 'Question 1: What is your favorite color?' with answer 'Blue', and 'Question 2: What is your favorite food?' with answer 'Pizza'. Both the question-answer pairs and the 'NEXT' button are highlighted with red boxes and red circles '5' and '6' respectively. The 'BACK' button is also visible. The top left says 'Welcome to BERS' and the top right says 'Got an account? Login here'.

7. Enter the following information:

- New Password
- Confirm New Password

8. Click **Submit**.

1 Account Lookup 2 Security Questions 3 New Password

Please update your password.

Password must match the following rules

1. Password must have a minimum of 8 characters
2. Password must have a maximum of 23 characters
3. Password must have a minimum of 1 alphabetic character
4. Password must have a minimum of 1 numeric character
5. Password must have a minimum of 1 special character
6. Password must have a minimum of 1 capital letter
7. Password must have a minimum of 1 lower case letter
8. Password cannot be set to any of the previous 4 passwords

Enter New Password:
.....

Confirm New Password:
.....

CANCEL BACK SUBMIT

9. Click **Login** to sign into MSS.

Welcome to BERS Got an account? [Login here](#)

Password Reset

Your password has been reset. Please proceed to the login page.

Login