

PASSWORD ASSISTANCE

A QUICK REFERENCE GUIDE FOR GOAPPLY



PASSWORD ASSISTANCE

This is for Users who forgot their passwords, and are looking to reset

STEPS FOR RESETING A PASSWORD

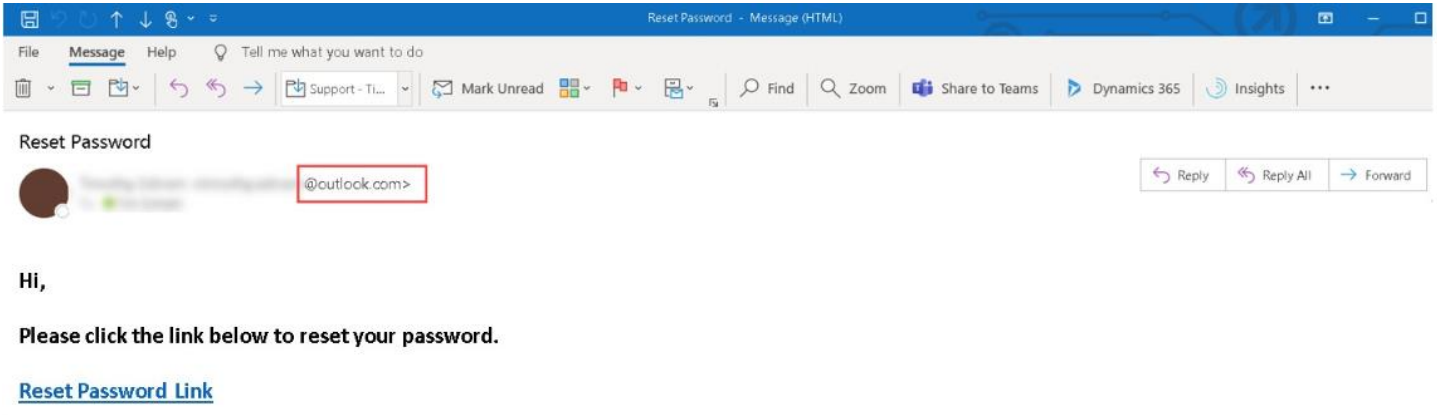
USERS WHO FORGET THEIR PASSWORDS WILL CLICK ON THE FORGOT PASSWORD LINK:

THEY WILL THEN ENTER THEIR EMAIL ADDRESS AND CLICK THE SUBMIT BUTTON.

A MESSAGE WILL APPEAR INDICATING THE RESET PASSWORD LINK HAS BEEN SENT TO THE USER:

NAVIGATE TO YOUR EMAIL AND PLEASE CLICK THE RESET PASSWORD LINK

Note: This email will be sent from the address goapply@akoyago.com. If you do not see the email reset, please check your SPAM folder.



AFTER CLICKING ON THE LINK, THE USER WILL ENTER A NEW PASSWORD, RE-ENTER IT TO CONFIRM IT, AND CLICK ON THE CREATE BUTTON.



A MESSAGE WILL APPEAR INDICATING THE PASSWORD HAS BEEN RESET. THE USER CAN THEN CLICK THE BACK LINK TO SIGN IN

