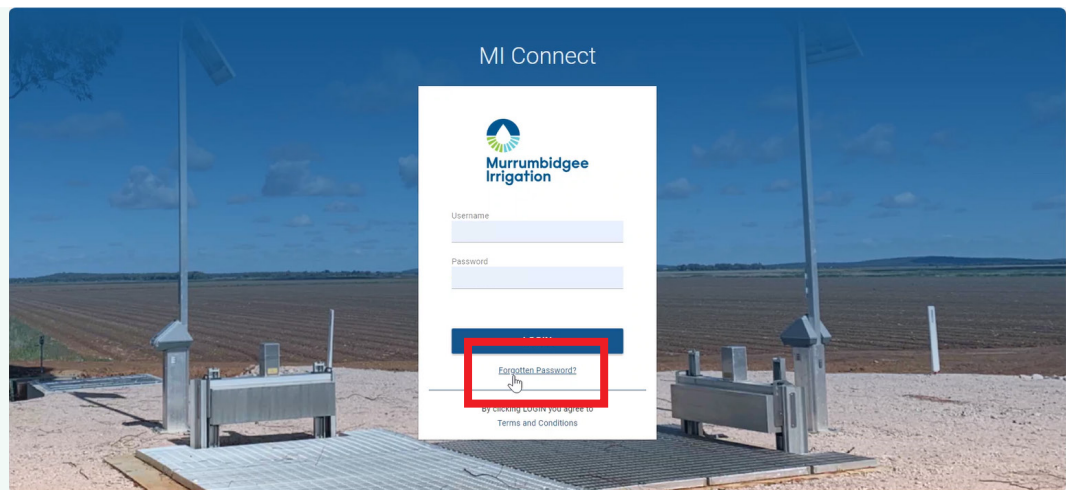


## How to reset forgotten password

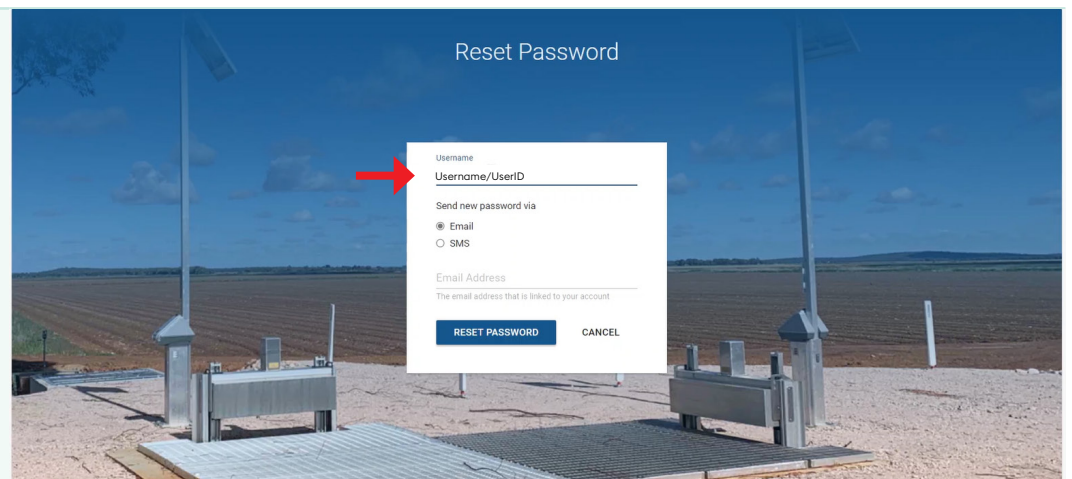


Navigate to MI Connect login page [LINK]

Select Forgotten Password?

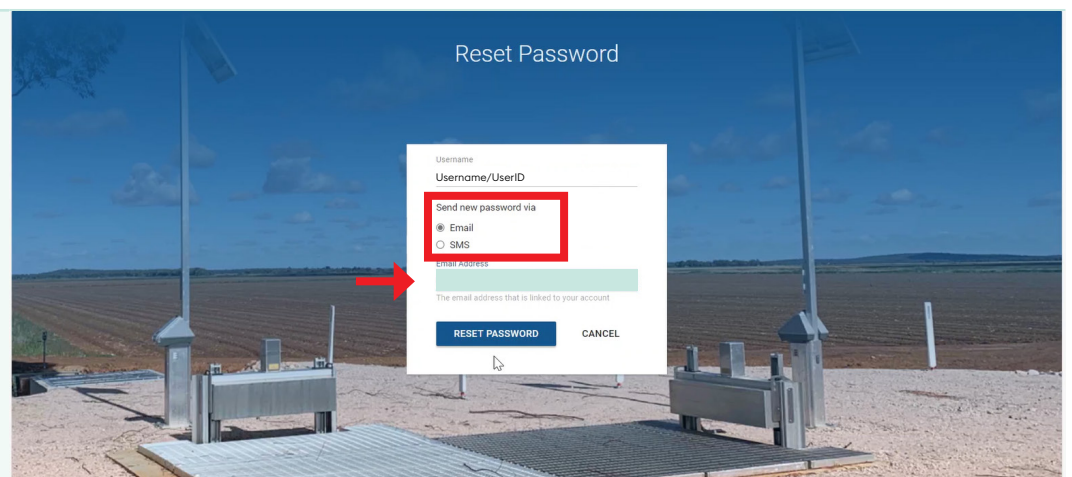


Enter Username/User ID



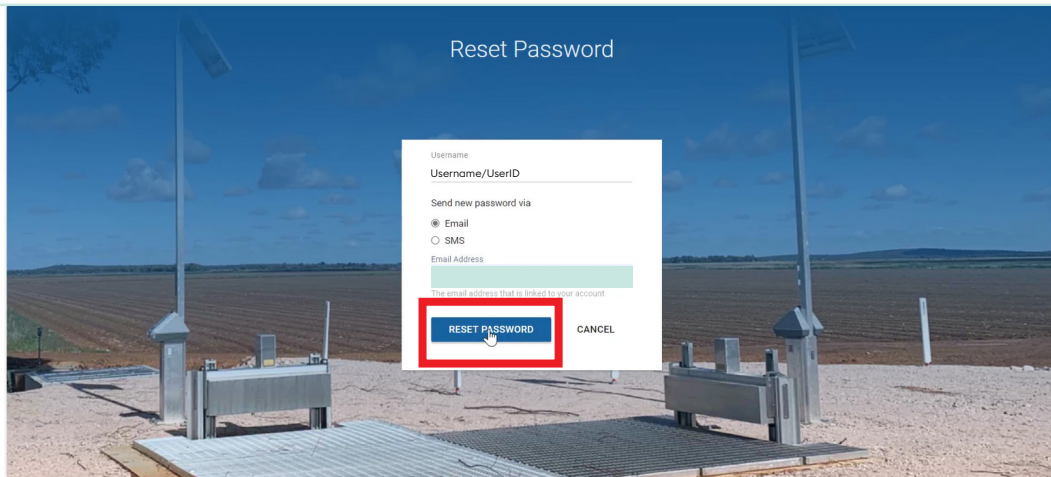
Choose preference for code - email or text message (SMS)

Enter email or phone number. The provided details must match those linked to your MI Connect account



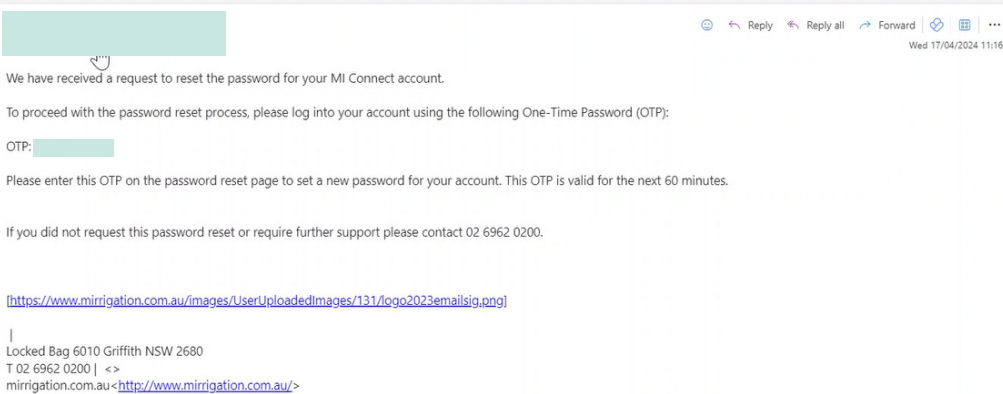


Click **Reset Password**



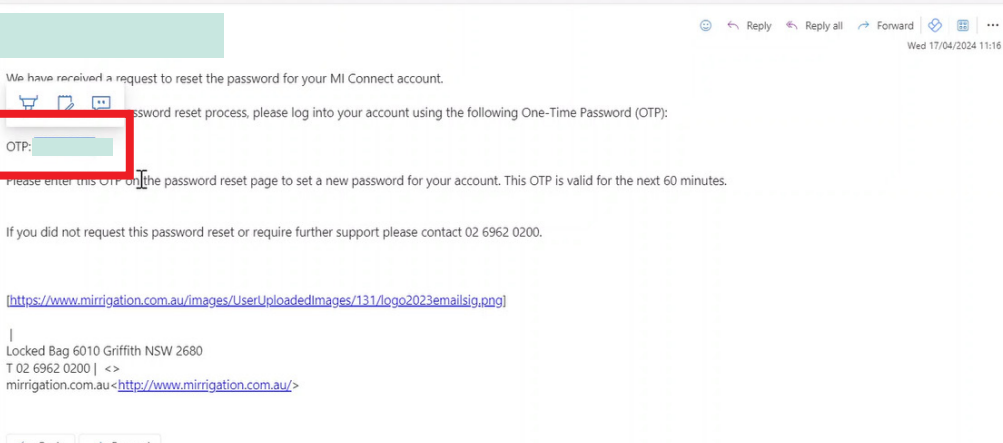
Receive and open SMS or email

### Password Reset Request for MI Connect



Copy one time password (OTP)

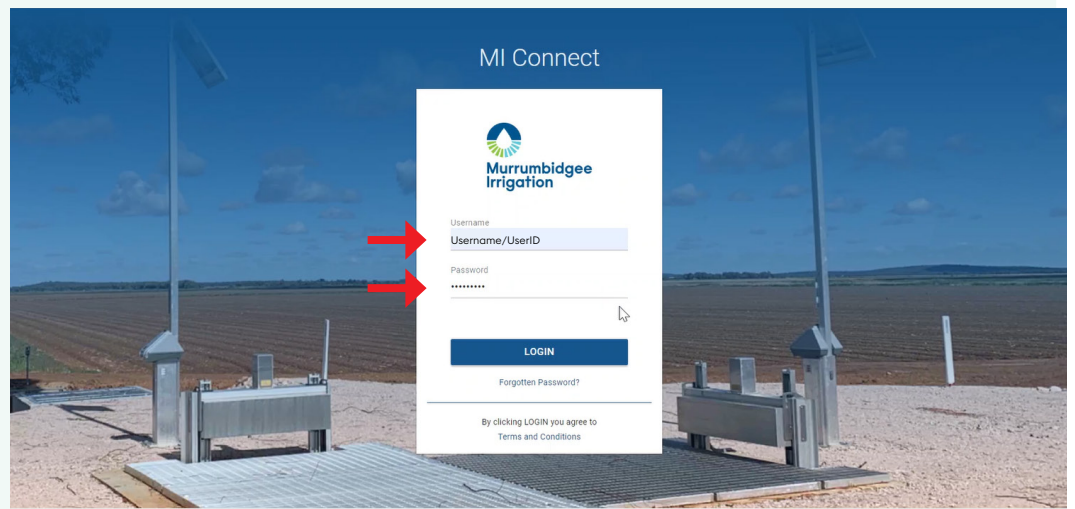
### Password Reset Request for MI Connect



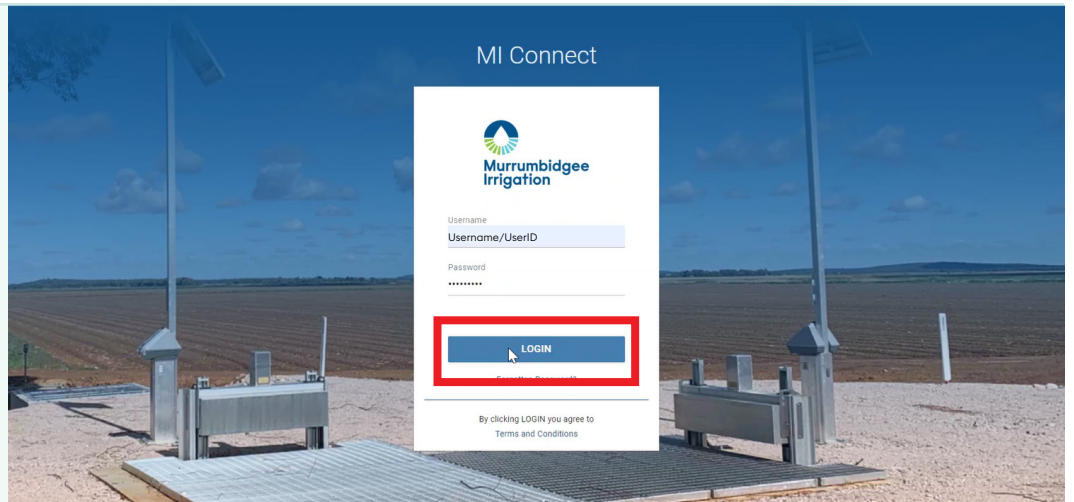
Return to MI Connect login page

Enter Username/User ID

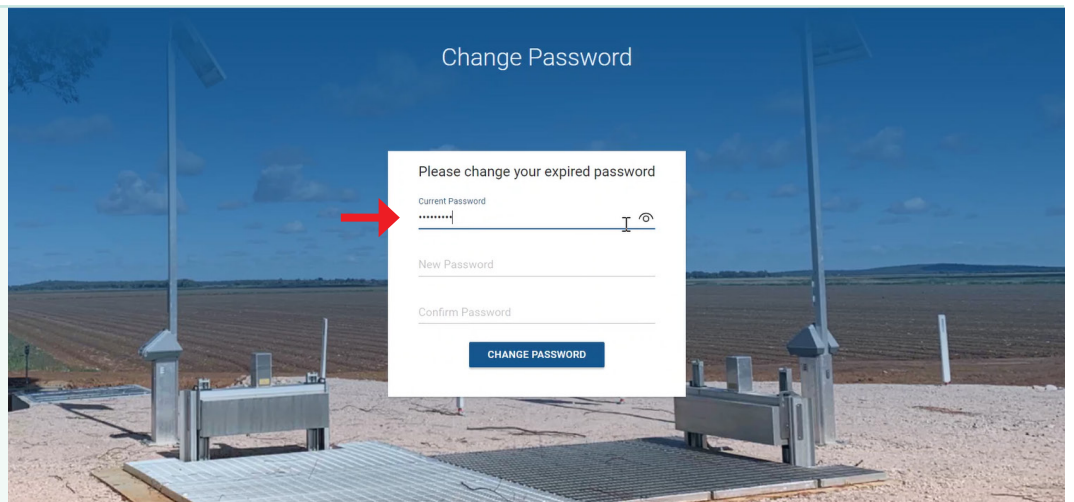
Enter one time password (OTP) in Password field



Click Login



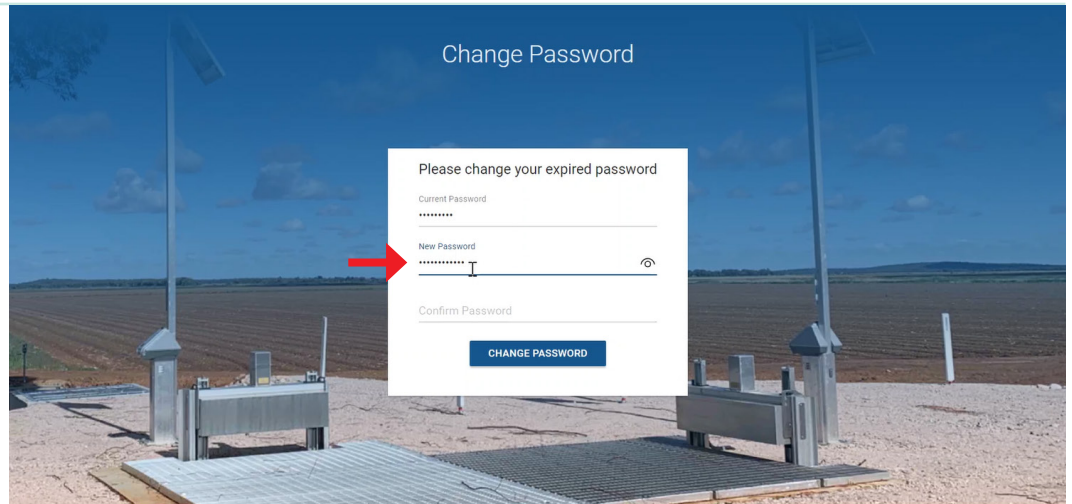
Enter one time password (OTP) in Current Password field





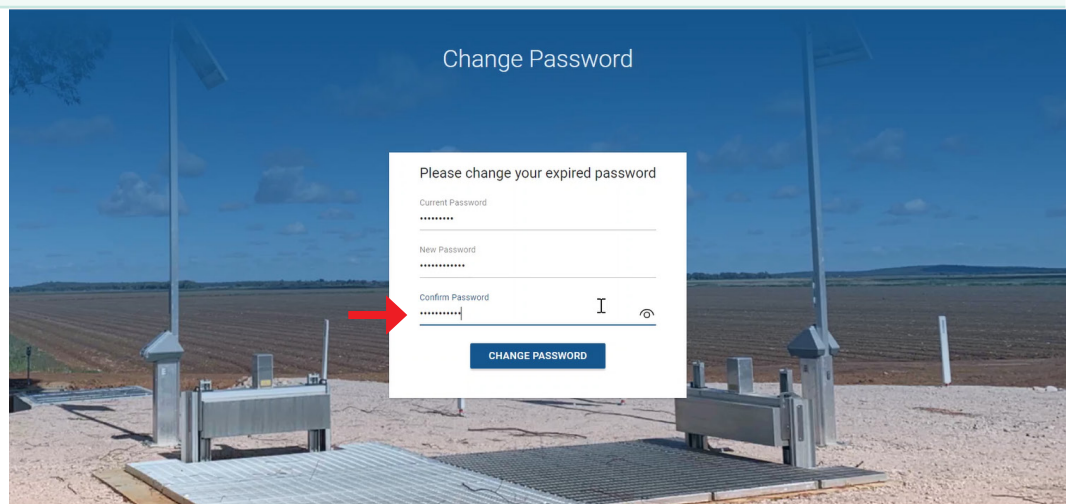
Create a new password that meets the following criteria:

- Minimum 8 characters
- Minimum 1 uppercase letter
- Minimum 1 lowercase letter
- Minimum 1 number
- Minimum 1 special character



Re-enter new password

Click the eye to toggle visibility of passwords



Click Change Password

