

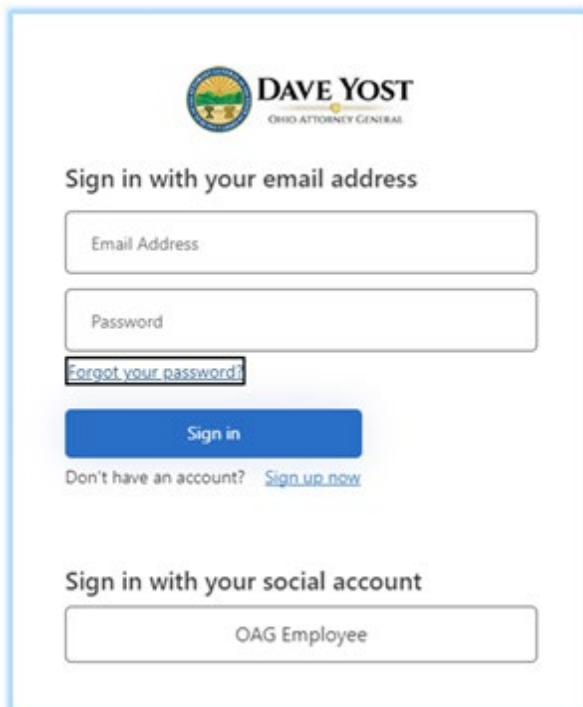
DM Portal User – Forgot Your Password

CARES DM FitPortal is a totally self-serviceable site. The user would need to reset their password if they are unable remember it.

NOTE: The CARES Ops Team cannot reset a DM FitPortal user’s password on their behalf. Nor can the CARES Ops Team look up a user’s password.

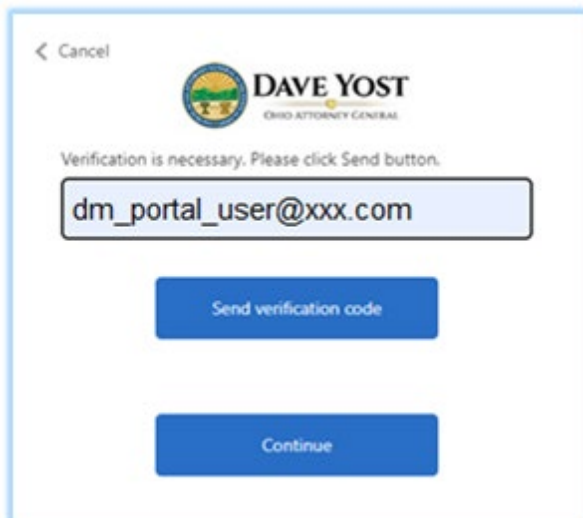
A DM FitPortal user can reset their password by following the steps outlined below.

- Click on the **“Forgot your password?”** link.



The screenshot shows the login interface for the Dave Yost Ohio Attorney General's office. At the top is the logo for Dave Yost, Ohio Attorney General. Below the logo, the text reads "Sign in with your email address". There are two input fields: "Email Address" and "Password". A link labeled "Forgot your password?" is positioned below the password field. A blue "Sign in" button is located below the "Forgot your password?" link. Below the button, there is a link that says "Don't have an account? Sign up now". At the bottom of the form, there is a section titled "Sign in with your social account" with a button labeled "OAG Employee".

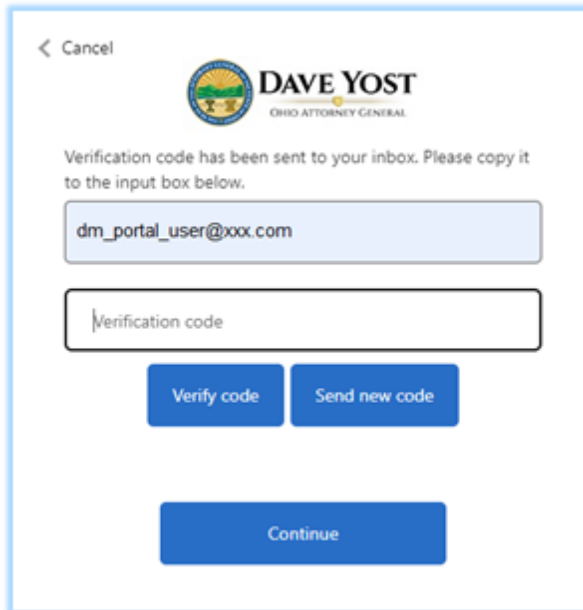
- In the next screen, enter your email address and then click the **“Send Verification code”** button.



The screenshot shows the verification screen. At the top left, there is a back arrow and the word "Cancel". The Dave Yost Ohio Attorney General logo is at the top center. Below the logo, the text reads "Verification is necessary. Please click Send button." There is an input field containing the email address "dm_portal_user@xxx.com". Below the input field, there are two blue buttons: "Send verification code" and "Continue".

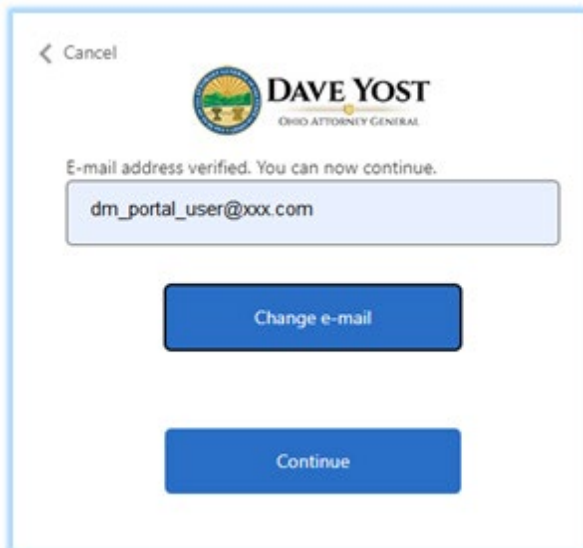
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3. Check your email. Enter the verification code, then click the “**Verify code**” button.



A screenshot of a mobile application interface for the Dave Yost Ohio Attorney General's office. At the top left is a back arrow and the word "Cancel". In the center is the Dave Yost logo, which includes a circular seal with a landscape and the text "DAVE YOST OHIO ATTORNEY GENERAL". Below the logo, the text reads: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: the first contains the email address "dm_portal_user@xxx.com" and the second is labeled "Verification code" with a cursor. Below these fields are two blue buttons: "Verify code" and "Send new code". At the bottom center is a larger blue button labeled "Continue".

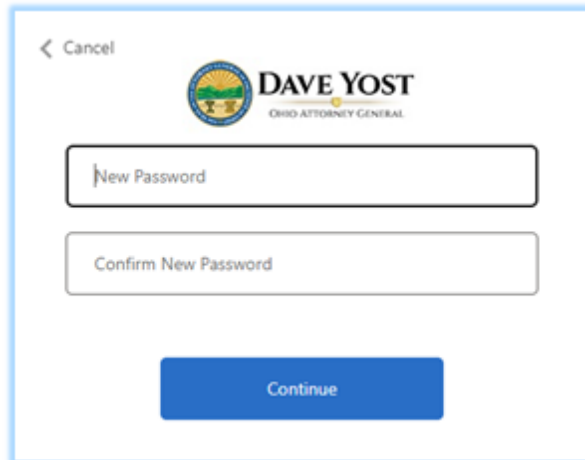
4. Click on the “**Continue**” button.



A screenshot of the same mobile application interface, showing the success screen. The back arrow and "Cancel" text are still present. The Dave Yost logo is at the top. The text now reads: "E-mail address verified. You can now continue." Below this is a light blue box containing the email address "dm_portal_user@xxx.com". At the bottom are two blue buttons: "Change e-mail" and "Continue".

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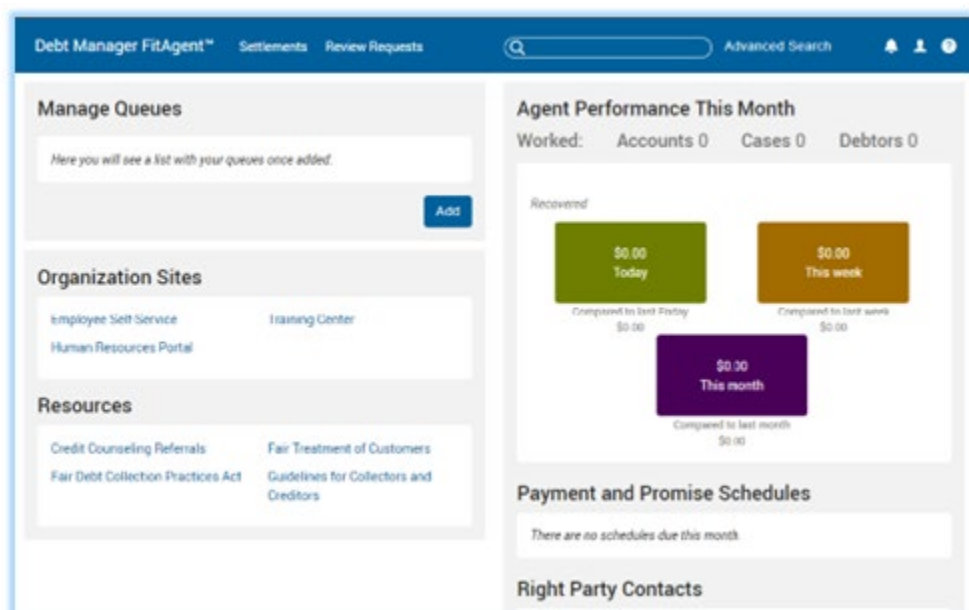
5. Enter the new password. Then click the “**Continue**” button.



The screenshot shows a mobile-style form for password reset. At the top left is a '< Cancel' link. In the center is the logo for 'DAVE YOST OHIO ATTORNEY GENERAL'. Below the logo are two text input fields: the first is labeled 'New Password' and the second is labeled 'Confirm New Password'. At the bottom center is a blue button labeled 'Continue'.

The new password must conform to the password complexity requirements:

- At least one uppercase character
 - At least one lowercase character
 - At least one numeric character
 - At least one special character
 - Must be between 14 and 60 characters in length.
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- After clicking the “**Continue**” button you are logged in and the DM FitPortal home page is displayed.



The screenshot displays the 'Debt Manager FitAgent' dashboard. The top navigation bar includes 'Settlements' and 'Review Requests', a search bar, and an 'Advanced Search' option. The main content area is organized into several sections: 'Manage Queues' with an 'Add' button; 'Organization Sites' listing 'Employee Self Service', 'Training Center', and 'Human Resources Portal'; 'Resources' listing 'Credit Counseling Referrals', 'Fair Treatment of Customers', 'Fair Debt Collection Practices Act', and 'Guidelines for Collectors and Creditors'; 'Agent Performance This Month' showing 'Worked: Accounts 0, Cases 0, Debtors 0' and a 'Recovered' chart with three bars for '\$0.00 Today', '\$0.00 This week', and '\$0.00 This month'; 'Payment and Promise Schedules' with the message 'There are no schedules due this month'; and 'Right Party Contacts'.