

Agent/Broker Password Modification

Info-Partners is a secure website and you will be required to change your password every 3 months.

The screenshot shows the top navigation bar with the Blue Cross logo, 'Français', and 'Contact Us' buttons. Below is a red error message: 'We are unable to process your login. Please verify your agent code, distributor number and password.' The main heading is 'Welcome Info-Partners Website'. On the left, there are links for 'Add this page to your favorites.', 'Click here if you have forgotten your:', 'Distributor number', 'Agent code', and 'Password'. The central login form has the following fields: 'Distributor number:' (10001), 'Agent Code:' (admin), and 'Password:'. There are 'LOGIN' and 'RESET' buttons. To the right is a blue graphic with the word 'PASSWORD' in a digital font.

If you have forgotten your password, you can request a temporary one by clicking on the password link available on the

left-hand side on the login page. You will be prompted to enter the e-mail address listed in your existing online profile.

Once done, click *Submit*.

You will receive an automated message from our website with a temporary password valid for one (1) hour only. Please

note that:

- The Copy/Paste option does not work and the password must be entered manually.
- The *Agent code* and *Password* fields are case-sensitive (capital and lowercase letters must be entered as shown in the automated message).

The screenshot shows the top navigation bar with the Blue Cross logo, 'Français', and 'Home' buttons. The heading is 'Forgot your Distributor Number, Agent Code or Password?'. Below is a text box: 'Have you forgotten your Distributor number or Password? Simply enter your e-mail address in the field below and we will e-mail you a confirmation of your distributor number, along with a temporary password valid for one (1) hour.' There is an 'E-mail Address:' label and an input field. Below the input field is the text: 'If you have difficulties or require more information, please contact us at: Telephone: 1-800-361-2538 Fax: 1-877-280-8370 Email: info@info-partners.ca'. At the bottom are 'Submit' and 'Reset' buttons.

Password modification

Please enter your current password and then choose a new one. Click on Save to validate your change of password.

Distributor number: 10001
Agent Code: ████

Enter your **current password**:*

Enter your **new password**:*

Confirm your **new password**:*

* Mandatory Information

* **Note:** The new password must contain between 8 and 12 characters inclusively. Also, it must be composed of alphanumeric characters only and it must contain at least one numerical character.

Current password: Retype automated password.

New password: Enter new password with 8 to 12 characters including at least 1 number. It is not necessary to change

the password altogether as long as one letter or digit is different.

Then, confirm your new password and click **Save**.

Do not click on *Reset* unless you have made a mistake and want to start over.

If you have any questions or need assistance, please call Info-Partners at 1-800-361-2538 (option 1).