

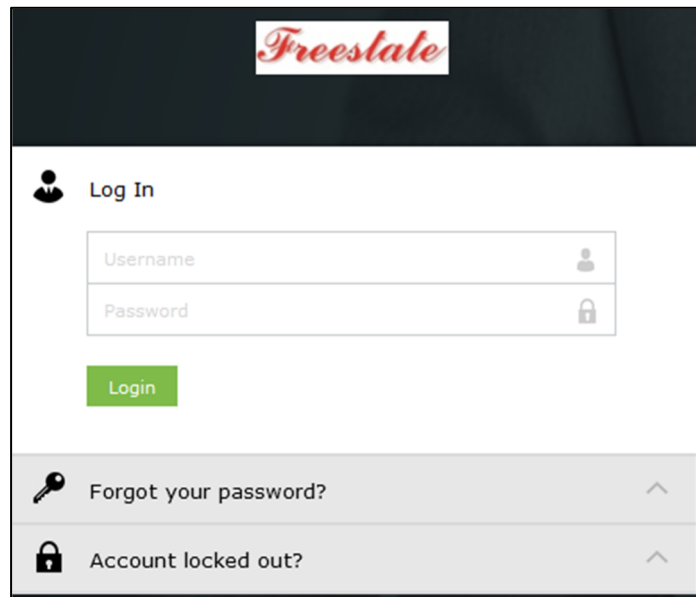
# Freestate Password Change Guide

If you have forgotten your password or it has expired, please go to page 3.

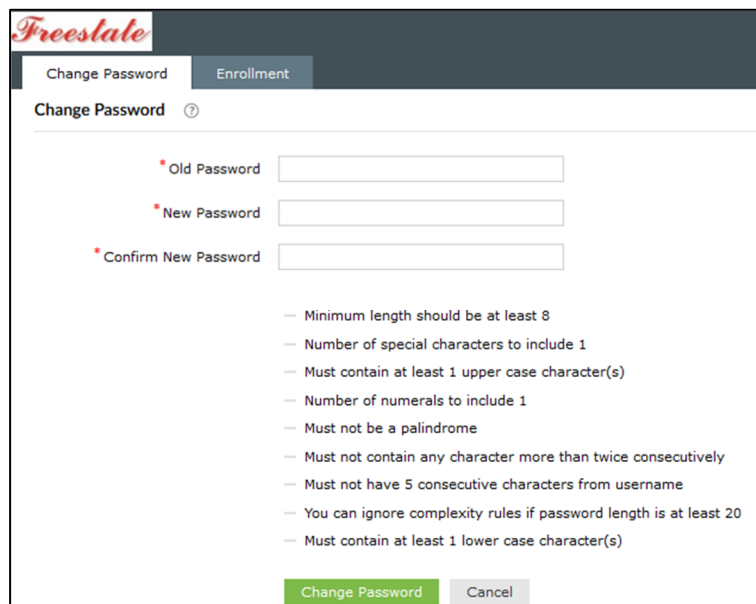
If you need to change your password, go to the site below:

<https://password.freestateelectric.com>

Login using your Freestate Username and Password

The image shows the login page for Freestate. At the top is the Freestate logo in a red script font. Below it is a 'Log In' section with a user icon. There are two input fields: 'Username' with a user icon and 'Password' with a lock icon. A green 'Login' button is below the fields. At the bottom, there are two links: 'Forgot your password?' with a key icon and 'Account locked out?' with a lock icon, both with upward-pointing chevrons.

Once you are logged in you will see the password change screen

The image shows the 'Change Password' screen after logging in. The Freestate logo is at the top left. There are two tabs: 'Change Password' (active) and 'Enrollment'. Below the tabs is the 'Change Password' heading with a help icon. There are three input fields: '\* Old Password', '\* New Password', and '\* Confirm New Password'. Below the fields is a list of password requirements: Minimum length should be at least 8, Number of special characters to include 1, Must contain at least 1 upper case character(s), Number of numerals to include 1, Must not be a palindrome, Must not contain any character more than twice consecutively, Must not have 5 consecutive characters from username, You can ignore complexity rules if password length is at least 20, and Must contain at least 1 lower case character(s). At the bottom are two buttons: 'Change Password' (green) and 'Cancel' (grey).

You will need to enter the old password first then the new password twice.

The requirements for the password are at the bottom of the screen. If the password meets the requirements, you will see a green line under the new password. If it does not meet the requirements you will see a red line

The image shows two side-by-side screenshots of the 'Freestate' 'Change Password' form. Both forms have a header with the 'Freestate' logo and two tabs: 'Change Password' and 'Enrollment'. The 'Change Password' tab is selected. Below the tabs, there are three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. The 'New Password' field has a green line underneath it in the left screenshot and a red line underneath it in the right screenshot. Below the input fields, there is a list of password requirements with green checkmarks indicating which requirements are met. The requirements are: Minimum length should be at least 8, Number of special characters to include 1, Must contain at least 1 upper case character(s), Number of numerals to include 1, Must not be a palindrome, Must not contain any character more than twice consecutively, Must not have 5 consecutive characters from username, You can ignore complexity rules if password length is at least 20, and Must contain at least 1 lower case character(s). At the bottom of each form, there are two buttons: 'Change Password' and 'Cancel'.

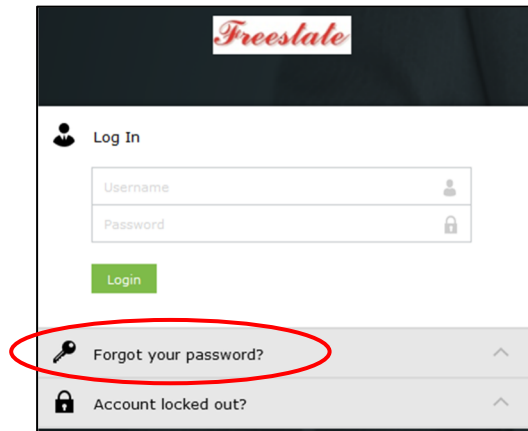
If you successfully reset your password you will see the below screen:

The image shows a 'Status' dialog box with a green checkmark icon and the text 'Password change successful for the following account(s)'. There is a 'Close' button at the bottom right.

If your password reset fails due to not meeting the requirements or using a disallowed dictionary word you will see the below error screen outlining the issue:

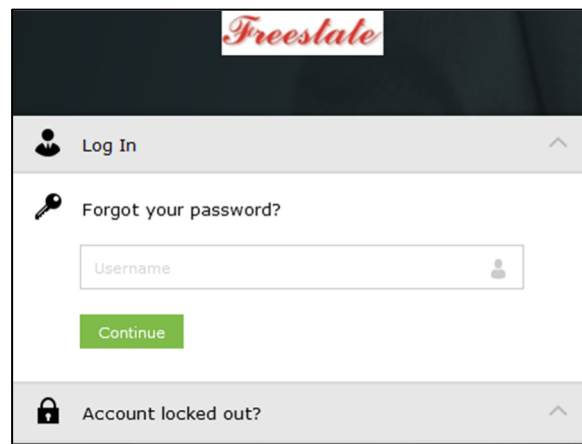
The image shows an 'Alert Message' dialog box with a red exclamation mark icon and the text 'Password failed to meet the password policy requirements.' followed by two bullet points: 'Must contain 1 special character(s)' and 'It contains the dictionary word "freestate"'. There is an 'OK' button at the bottom right.

If you have forgotten your password or it has expired, you will need to use the forgot password option to reset your password



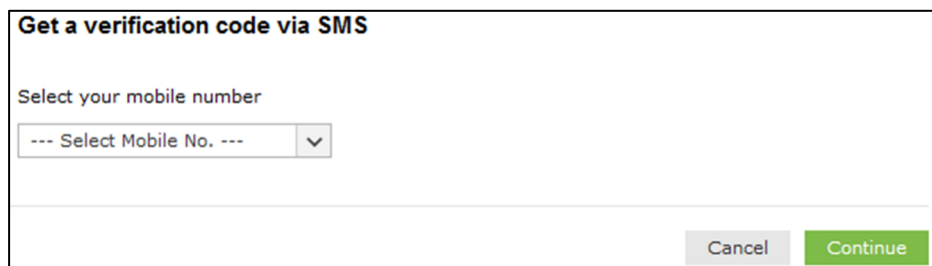
The image shows the 'Freestate' login interface. At the top is the 'Freestate' logo. Below it is a 'Log In' section with a user icon, a 'Username' input field, a 'Password' input field with a lock icon, and a green 'Login' button. Below the login fields are two links: 'Forgot your password?' (with a key icon) and 'Account locked out?' (with a lock icon). The 'Forgot your password?' link is circled in red.

After clicking "Forgot your password" you will need to type in your username then hit continue

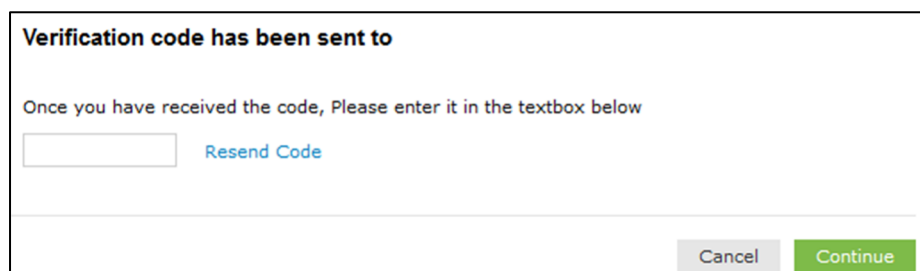


The image shows the 'Freestate' 'Forgot your password?' screen. It has the 'Freestate' logo at the top. Below it is a 'Log In' section with a user icon and an upward arrow. The main section is titled 'Forgot your password?' with a key icon. It contains a 'Username' input field with a user icon and a green 'Continue' button. At the bottom is a link for 'Account locked out?' with a lock icon and an upward arrow.

On the next page you will need to select your phone number from the drop down then click continue to receive a One Time Passcode texted to your phone to get logged into the password change site. After entering the code and clicking continue please follow the steps on page 1 and 2 to reset your password



The image shows the 'Get a verification code via SMS' screen. It has a title 'Get a verification code via SMS'. Below it is the text 'Select your mobile number'. There is a dropdown menu with the text '--- Select Mobile No. ---' and a downward arrow. At the bottom right are two buttons: 'Cancel' and 'Continue'.



The image shows the 'Verification code has been sent to' screen. It has a title 'Verification code has been sent to'. Below it is the text 'Once you have received the code, Please enter it in the textbox below'. There is a text input field and a blue link 'Resend Code'. At the bottom right are two buttons: 'Cancel' and 'Continue'.