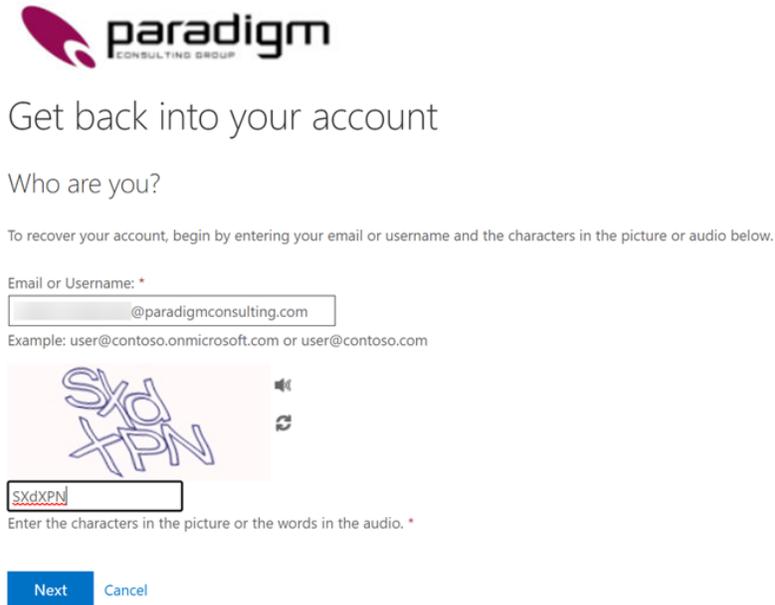


# Reset Your Password

## Via a Web Browser on Any Device

1 - Enter the URL <https://pwreset.paradigmconsulting.com> from within any browser, this includes tablets and phones.

2 - The following page will be displayed where you will need to enter your full Paradigm ID and the characters from the picture, then press the next button.



The screenshot shows the Paradigm Consulting Group logo at the top. Below it is the heading "Get back into your account" and the question "Who are you?". A sub-heading reads: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is a text input field for "Email or Username: \*" containing "@paradigmconsulting.com". Below this is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". A CAPTCHA image shows the characters "SXdXPn" in a stylized font. To the right of the image are icons for audio playback and refresh. Below the image is a text input field containing "SXdXPn". A label below the field says "Enter the characters in the picture or the words in the audio. \*". At the bottom are two buttons: "Next" (highlighted in blue) and "Cancel".

3 - Next, indicate which authentication method you want to use. The "Text my mobile phone" should be setup and available to all users. You need to enter your complete phone number including the area code and digit "1" and then press the Text button. (There is a hint displaying the partial phone number that was registered)



## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

**Hint**

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*92) below. You will then receive a text message with a verification code which can be used to reset your password.

1204 92

Text

Enter your cell number

4 - You now enter the verification code that was sent to your phone and press the Next button.



## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

361284

Next Try again Contact your administrator

5 - You now enter a new password to be used with your Paradigm account.

- Enter a new password.
- Confirm the password by entering it a second time.
- You can select the "eye" icon to display the password and verify the spelling.
- When done, select the Finish button.



## Get back into your account

verification step 1 ✓ > **choose a new password**

---

\* Enter new password:

strong

\* Confirm new password:

Finish

Cancel

*You have now completed the steps to reset your password.*