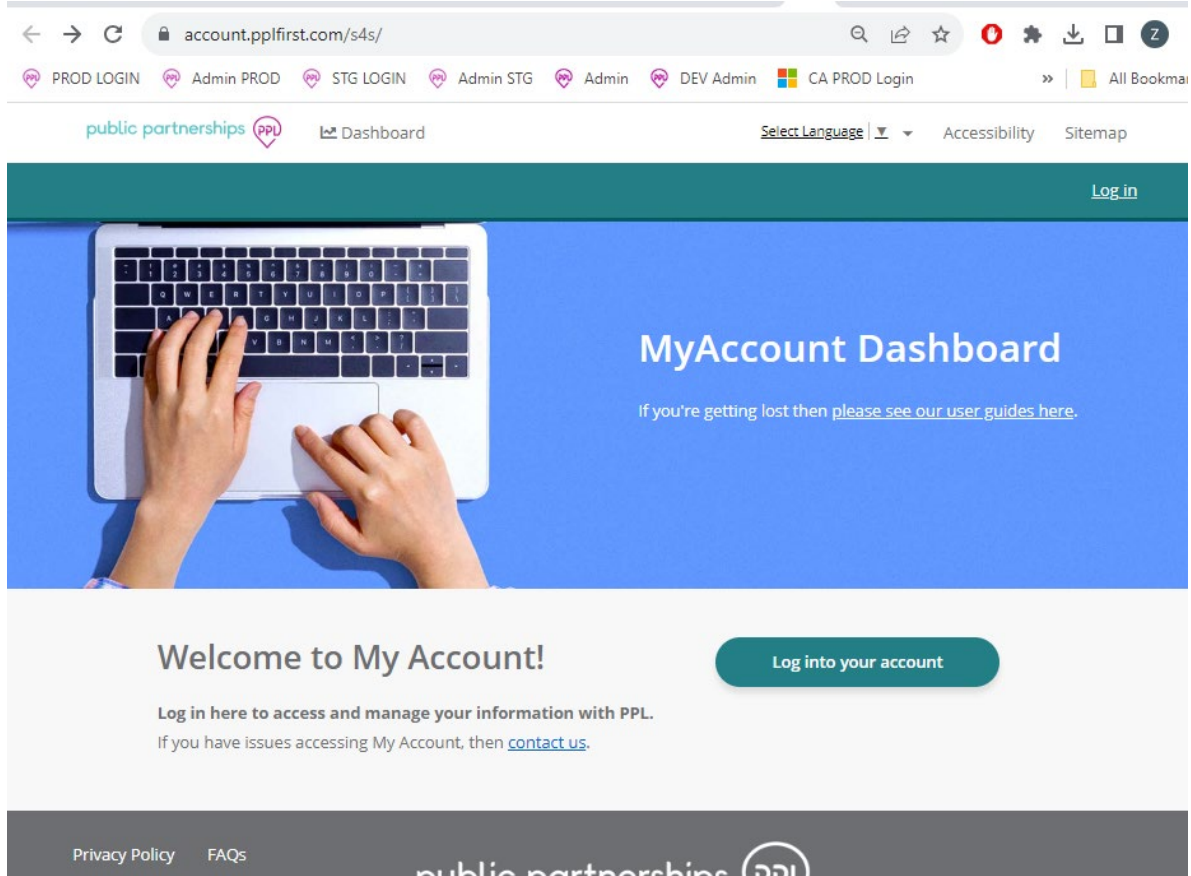




# RESETTING YOUR PASSWORD

Go to <https://account.pplfirst.com/s4s/> and click “Log into your account”



Select “Forgot your password?”:

## Login

Local Login

**Username**

  
**Password**

[Forgot your password?](#)

Type in the email address of the account you want to reset and click next.

# RESETTING YOUR PASSWORD

## Retrieving your password

Please enter your email address or phone number then select the 'Next' button

**Username**

Select Email address for password retrieval method

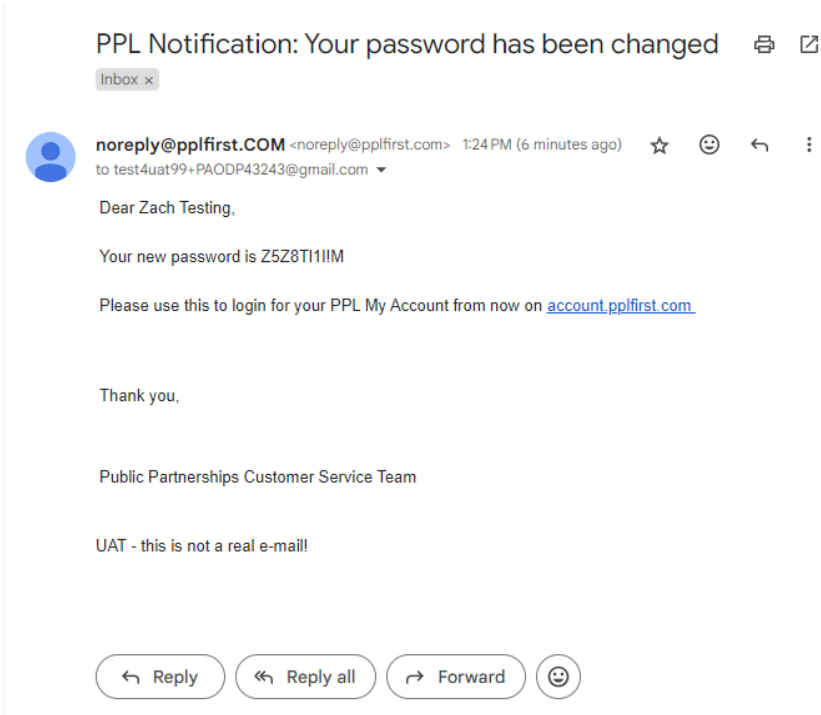
## Retrieving your password

Please select retrieve password method then select the 'Next' or 'Send Password' button

**Password retrieval method**

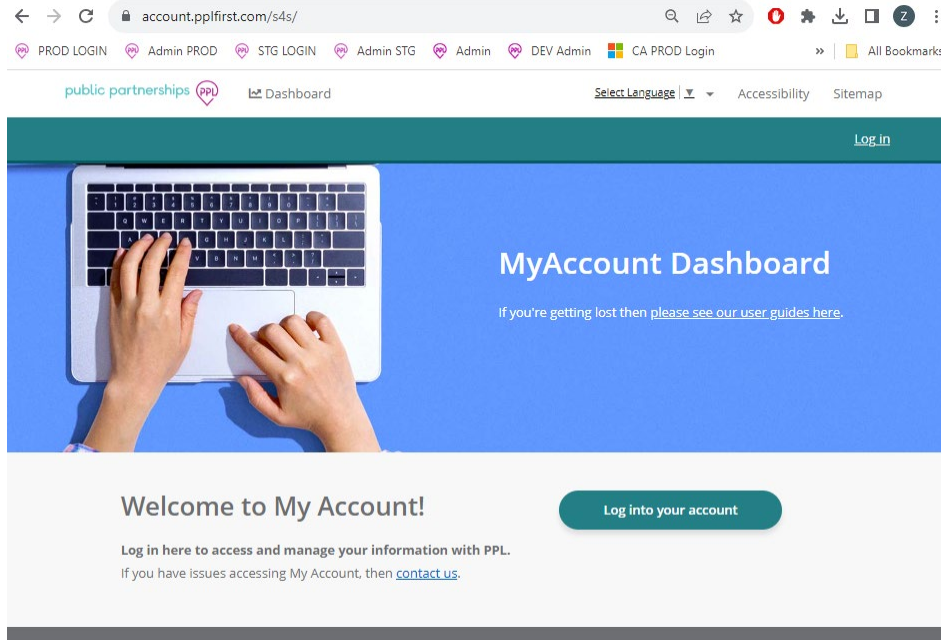
  
 

You will get an email that looks like this:



# RESETTING YOUR PASSWORD

Clicking the link should take you to the main login page again (<https://account.pplfirst.com/s4s/>). Click log into your account



Type in the email as the username and the new password sent in the reset email

## Login

Local Login

**Username**

**Password**

[Forgot your password?](#)

## RESETTING YOUR PASSWORD

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It should take you to “Please update your password”

Please update your password

Your password has expired

Old password:

New password:

Confirm new password:

On that screen, you type the password from the reset email into “Old password”. Then the user can type their desired password into the new password and Confirm new password fields. Clicking update should log you into the system and update the password to your desired password.

**REMINDER:** If you are a CLEs to use the email of the participant.