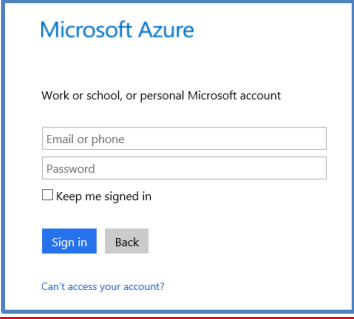
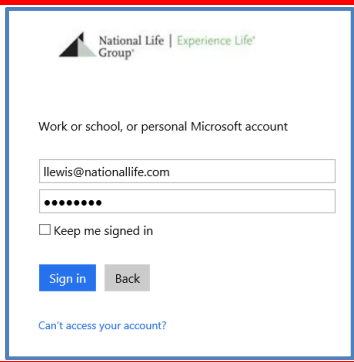


## Setup Self-Service Password Reset

Use the following steps to complete the Self-Service Password Reset prompts when accessing [today.nationallife.com](http://today.nationallife.com) for the first time.

**Questions:** Contact the NLG Service Desk at x3000 or 802-229-3000 or [helpdesk@nationallife.com](mailto:helpdesk@nationallife.com).

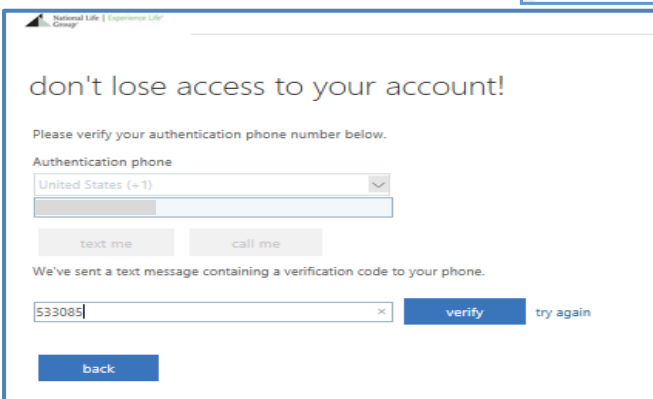
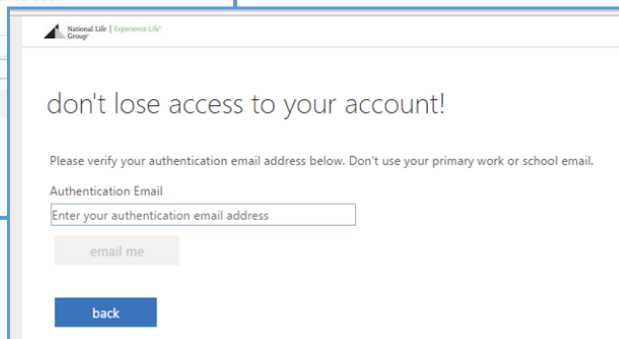
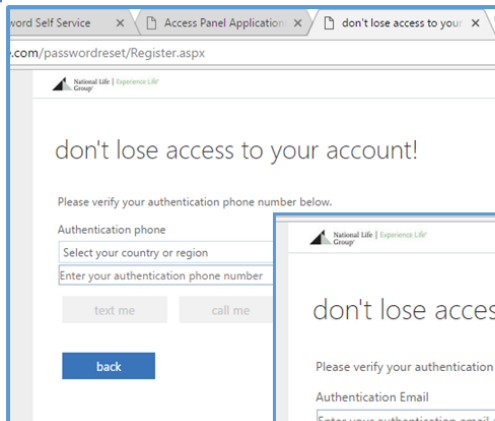
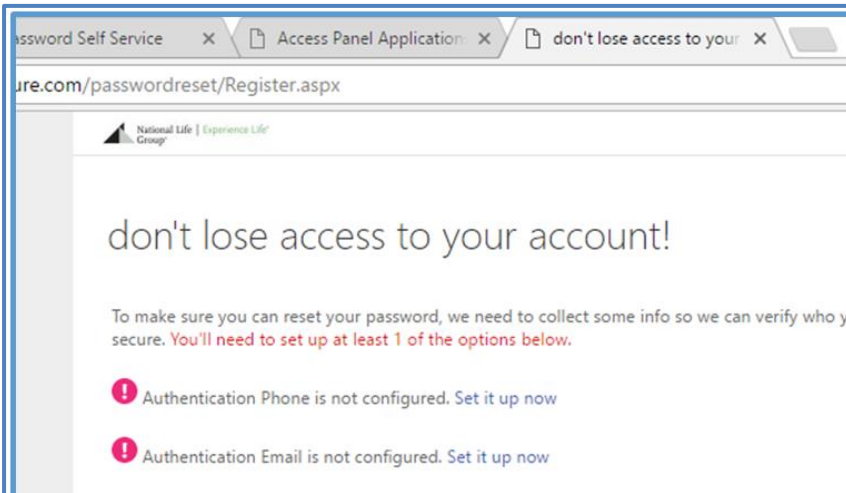
<p><b>1</b></p>	<p>At the Sign In screen:</p> <p>Enter your <b>@nationallife.com</b> email address</p>	 <p>The screenshot shows the Microsoft Azure sign-in interface. At the top, it says "Microsoft Azure". Below that, it prompts for a "Work or school, or personal Microsoft account". There are two input fields: "Email or phone" and "Password". A checkbox for "Keep me signed in" is present and unchecked. At the bottom, there are "Sign in" and "Back" buttons, and a link for "Can't access your account?".</p>
<p><b>2</b></p>	<p>When you move to the <b>Password</b> field, the screen will change to the National Life Group sign in screen. On this screen, enter the password that you use for access to your email account, NLG Citrix, Windows, or your VM account. Select <b>Sign in</b>.</p>	 <p>The screenshot shows the National Life Group sign-in interface. At the top, it features the National Life Group logo and the text "National Life   Experience Life Group". Below that, it prompts for a "Work or school, or personal Microsoft account". There are two input fields: the first contains the email address "llewis@nationallife.com" and the second contains a masked password "*****". A checkbox for "Keep me signed in" is present and unchecked. At the bottom, there are "Sign in" and "Back" buttons, and a link for "Can't access your account?".</p>

3

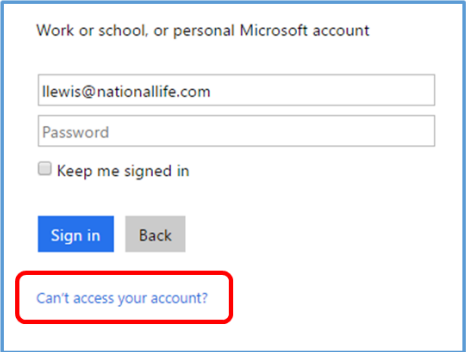
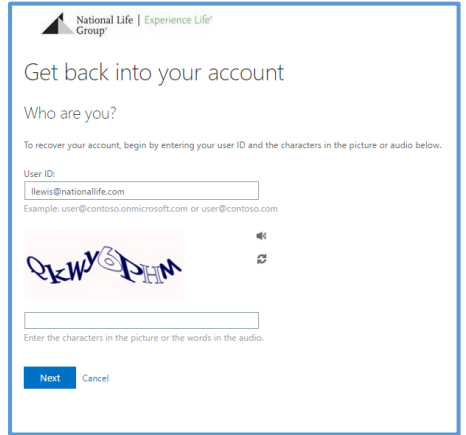
On the **Don't lose access to your account!** screen, click on **Set it up now** next to Authentication Phone and/or Authentication Email. While setting these up, you will need access to the phone and email account to be able to receive a verification code.

- For **Authentication Phone**, select your **Country or Region**, and enter your **mobile phone number**.
- For **Authentication Email**, use an **external, personal email address** (not your National Life email address) so you can reset your password if your National Life password is forgotten or locked.

For both entries, you will receive an **Authentication Code** to that location which you will then use to complete the verification process.



## Forgot Password – How to Recover

<p><b>1</b></p>	<p>If you forget your password for the <b>today.nationallife.com</b>, select <b>Can't access your account?</b> on the sign in screen.</p>	
<p><b>2</b></p>	<p>At the <b>Get back into your account</b> screen, confirm the <b>email address</b> for the account that you are trying to access and type the <b>verification characters</b>, and select <b>Next</b>.</p>	
<p><b>3</b></p>	<p>At the Verification screen, select which contact method you would like to use to receive the Verification Code and enter any additional information needed. Follow the screen instructions to reset your password.</p> <p>Once the password is reset, this will affect your access to the <b>today.nationallife.com</b> site as well as to NLG systems (email, Citrix, and Windows accounts).</p>	