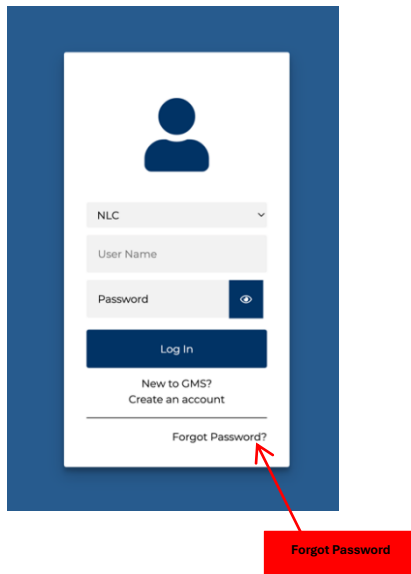


How to Reset Your NLC GMS Password using the Forgot Password? Link

If you no longer remember your password, you can use the Forgot Password? link at the bottom of the Login Screen.

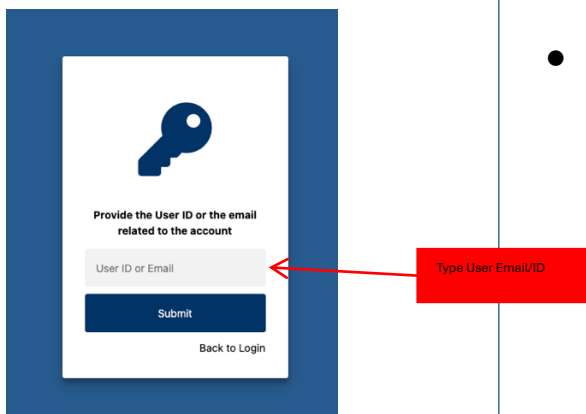
Users are also encouraged to use the Forgot Password? link after two unsuccessful trials with their current password.

Step 1: Click on **Forgot Password?**



The screenshot shows the login interface with fields for NLC, User Name, and Password. A red arrow points to the 'Forgot Password?' link at the bottom of the form.

Step 2: Enter your **User ID** and click **Submit**

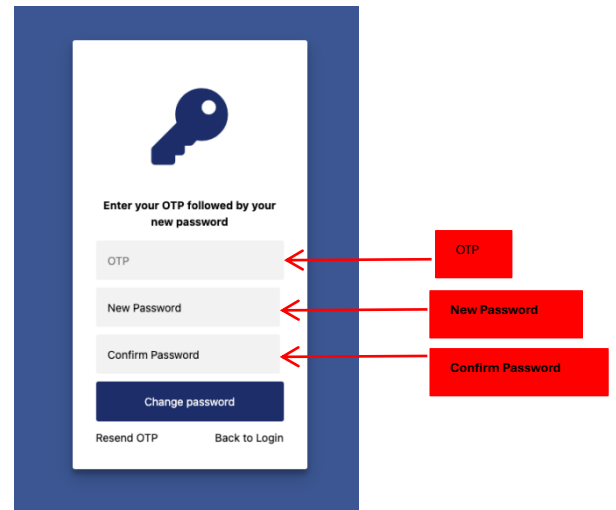


The screenshot shows a screen with a key icon and the text 'Provide the User ID or the email related to the account'. A red arrow points to the 'User ID or Email' input field.

Step 3: Check your **email** and copy latest OTP received.



Step 4: Enter the OTP in the first field on the form (**OTP**). Enter a new password in the **New Password** field and enter the same password in the **Confirm Password** field.



The screenshot shows the password reset form with three input fields: OTP, New Password, and Confirm Password. Red arrows point from red labels to each of these fields.

******* When generating a new password, please ensure you follow NLC password requirement:

- **New password must be at least 15 characters long**
- **Must contain at least 1 upper and 1 lower case letter**
- **Must contain at least 1 special character (eg. *, \$, &)**