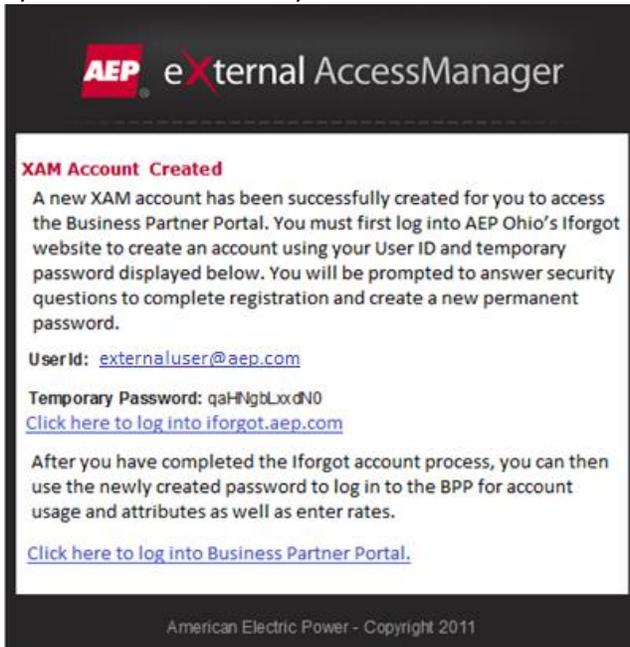
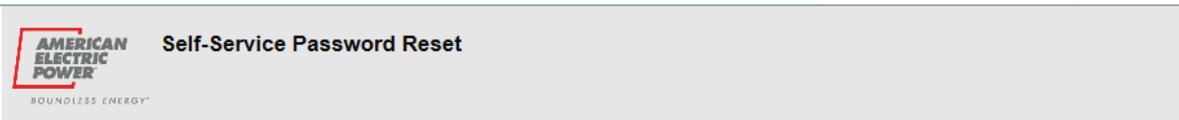


Enrolling in Iforgot.aep.com

After your User ID is created you will receive an email with your User ID and temp password.



1. Follow the link to Enroll in Iforgot.aep.com.
2. Self Service Password Reset screen will appear.
3. Enter user ID and temp password and select Login.

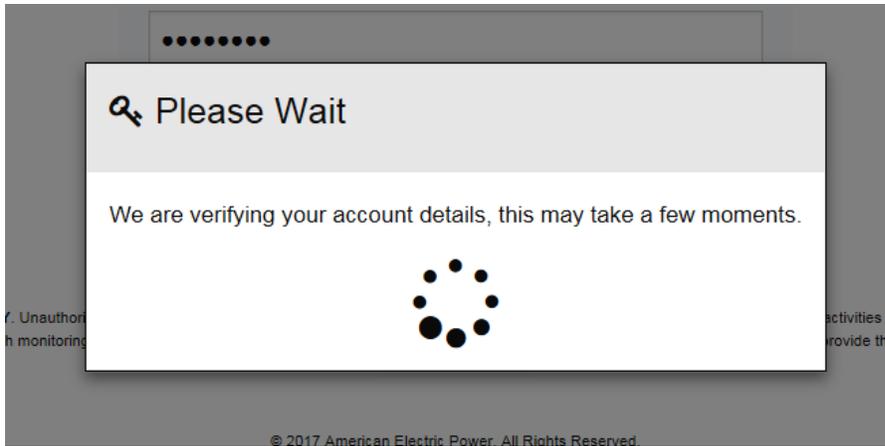


User Id

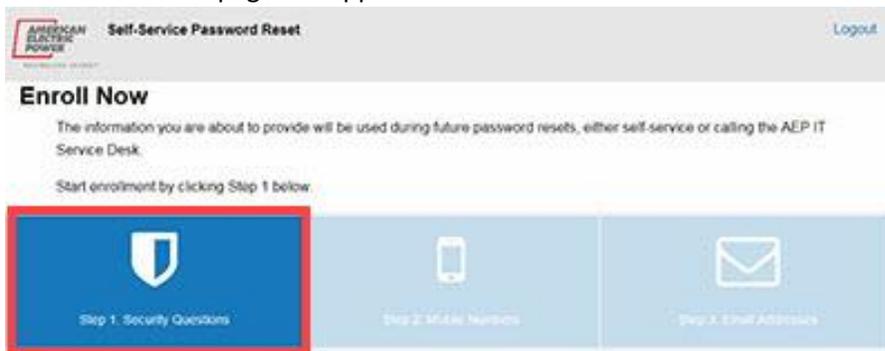
Password

[Trouble Signing In?](#)

4. First time users will see a "Please Wait" notification while Iforgot.aep.com verifies the account details:



5. The “Enroll Now” page will appear.



a. Answer the security questions.



- i. For each of the five Security Questions, click the drop-down and choose a question.
- ii. Then click in each corresponding Answer text box and enter an answer.
 1. Answers must be at least 4 characters in length.

- iii. After all 5 question and answers have been entered click the next button to complete enrollment.
- b. You are prompted to Enroll Mobile Phone.
 It is optional for external users to provide a mobile phone number. Number is requested to be used to text a verification code to reset password.
 User can skip adding a phone number by selecting "Next."

Step 2 of 3

Next

- c. You are required to provide an email. This will be used to send a verification code if the you need to reset your password.
 - i. After email is entered select "Next."

- 2. You will be prompted to select if your computer is Public or Personal.
 - a. Select either Yes or No.
 - b. Select Continue.



Remember this computer?

When should I say, **Yes**?

- This is a PC I frequently use at AEP.
- This is my personal computer at home.
- This is my personal/corporate phone or tablet.

When should I say, **No**?

- This is a friend/relative's computer.
- This is a public computer, phone or tablet.
(i.e. at a library, coffee shop, or hotel)

Would you like us to remember this computer?

- Yes**, I plan to use this computer in the future to access my account.
- No**, This is a public computer or one I do not plan on using often to access my account.

3. The “Enrollment Complete” page will appear. Select Continue.

Enrollment Summary

Below is a summary of your enrollment status. Please review before continuing.

✓ Enrollment Complete!

Thank you for successfully completing enrollment.

 ✓ Step 1. Security Questions	 ✓ Step 2. Mobile Numbers	 ✓ Step 3. Email Addresses
---	---	--

Continue

4. After user has successfully enrolled in Iforgot.aep.com you will now need to set your permanent password.
5. Select “Reset Password” to create a permanent password.



You are signed in as [Externaluser@gmail.com](#)

External User

Welcome to AEP Self-Service Password Reset application. Please select from one of the following.

 Manage Profile	 Reset Password
---	---

- 6. Follow the instructions on the screen to set permanent password.
- 7. Select Change Password.

 **Reset Password**

Please note that according to AEP policy, your new password must not be a previously used password, contain a minimum 8 characters, lowercase letter, uppercase letter and at least 2 numbers or special characters **+|&!*-%_._?:=** combined.

Current Password

show password

New Password

Password Strength:

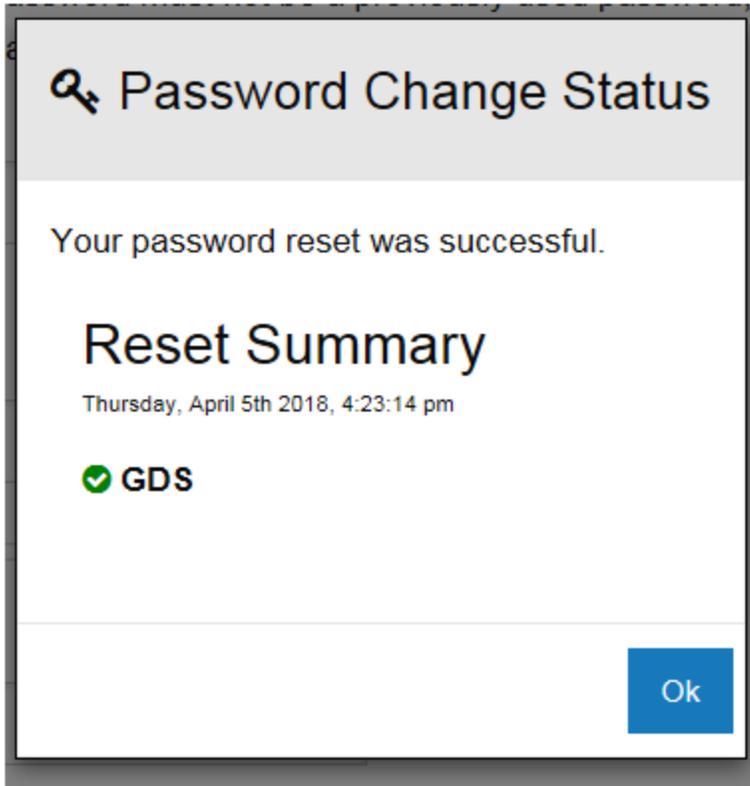
show password

Confirm New Password

show password

[Please click here to see where your password will **not** be reset.](#) (This link is only accessible inside the AEP network)

- 8. You will receive verification that your password has been reset.
Please note that GDS means that you have reset your password in the appropriate environment to use BPP.



9. Reopen BPP and login to begin working.

