Enrolling in Iforgot.aep.com

After your User ID is created you will receive and 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.

AMERICAN ELECTRIC POWER BOUNDLESS ENERGY	Self-Service Password Reset	
		User Id Externaluser@aep.com 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.

AMERIKA	Self-Service Password R 	eset				Logou	- 1
1	Security Guestions	0	D. Delte Preses	3	(end between all		
U	Security Quest	ion Enroll	ment				
- All	5 security questions must be	answered					
• Sec	unity questions can be changed	after enrollment	is complete.				11
• The	s information will be used to ver	ty your identity in	the future, which protects	s you and AEP.			
12278							
Securit	ty Guestion 1:						
- chi	cose a challenge question						
Araser	e						
0 10	ow answer						
Securit	ty Question 2:						
- ch	oose a challenge question						
-							

- 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."

Enroll Mobile Phone		
Provide at least one text-enabled mobile numb	er.	
· It will be used to receive a text message with a	one-time verification code.	
 Text message rates may apply. 		
This will help verify your identity in the future w	hile protecting you and AEP.	
Thank You Your have successfully completed this contact you want to include both your work and person Text Enabled Phone 1:	requirement. You may enter additional numbers if al cell numbers.	
p 2 of 3		_

- 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."

Enroll Email Address

- · Default email address is auto enrolled.
- · Provide at least one external email address that doesn't end with "@aep.com".
- · It will receive an email with a one-time verification code.
- · This information will help verify your identity in the future, while protecting you and AEP.

	Thank You Your have successfully complete addresses if you so desire.	ed this contact requirement. You may enter additional email	
	Default Email Address:	e******r@gmail.com	\checkmark
(Email Address		

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

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Remember this computer?		
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?

- O Yes, I plan to use this computer in the future to access my account.
- \bigcirc $\,$ 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 Enrollment Complete! Thank you for successfully completing enrollment.	se review before continuing.	
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.

AMERICAN Self-Service Password Reset	Logout
You are signed in as Externaluser@gmail.com	
External User	
Welcome to AEP Self-Service Password Reset application. Please select from	om 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, uppercase letter and at least 2 numbers or special characters + &!*-%?:= combined.	lowercase letter,
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)	
Cance	el Change Password

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.

AEP Busin	nessPartnerPortal
	Login
	User ID: externaluser@gmail.com × Password:
	- Forgot user id or password?