Resetting a forgotten password.

Iforgot.aep.com is an easy to use self-service password reset site.
This process explains how to access iforgot.aep.com and reset your password.

Use the Iforgot.aep.com link provided in the User ID Created email or use the following steps:
1. Launch a web browser, such as Internet Explorer, Firefox or Chrome.
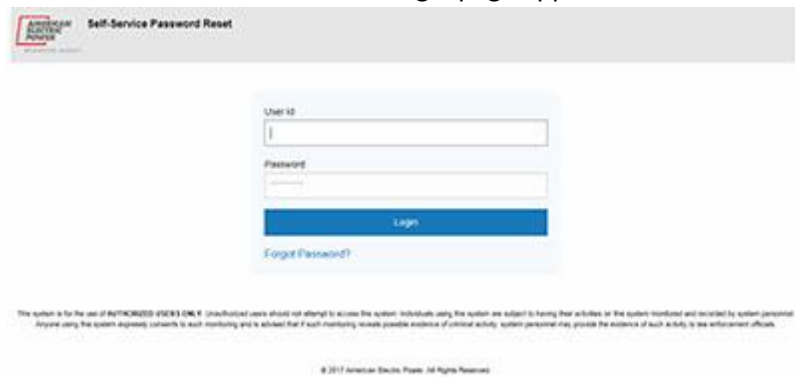2. Select the URL bar.

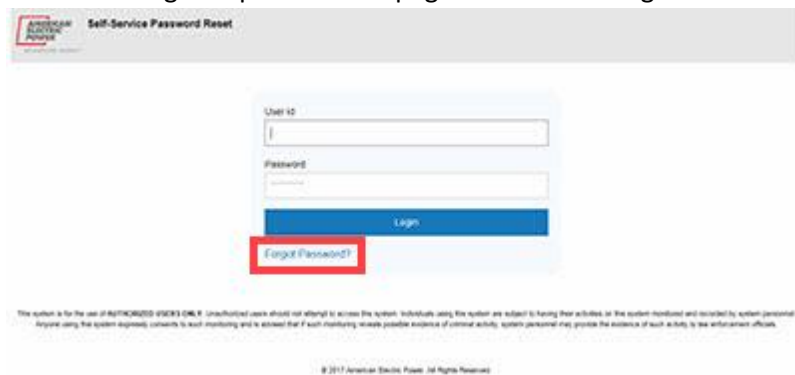3. Type the URL: https://iforgot.aep.com

4. Click the Go icon: Result

5. The Self Service Password Reset login page appears:

6. From the Iforgot.aep.com home page click on the Forgot Password? Link.

7. The Forgot Your Password page appears.

8. Click in the User ID field and type your User ID and click the Next button.
9. The Something You Know page appears.

10. Chose a radio button for Challenge Questions and click the Next button.
11. User is prompted to answer the questions selected during enrollment.
12. Select Login button.
13. The Something You Have page appears.

14. Chose a radio button and click the Next button.
    a. If you selected **Text Enabled Phone Number,** and entered a phone number when you enrolled, you will receive a code via text message.
    b. If you selected **Email Address**, you will receive a code via the email you entered at time of enrollment.
15. Next, click the applicable Yes or No radio button to answer if you would like to have your computer remembered and click Next button.
16. Enter the code received via Text or Email.
17. Click the Login button.
18. The Self-Service Password Reset Home page appears along with a login success message.
19. Now select the Reset Password button and change your password.

Unlocking a locked account.

If you have attempted to reset your password and answered the security questions incorrectly 3 times in a row you will be locked out of your account. Contact OCO and OCO help you unlock your account.

Requesting a new temp password

Temporary passwords will expire after 90 days. If you lose your temporary password or the temporary password has expired please contact Ohio Choice Operations.