

OpenNet WLD Account Security Overview

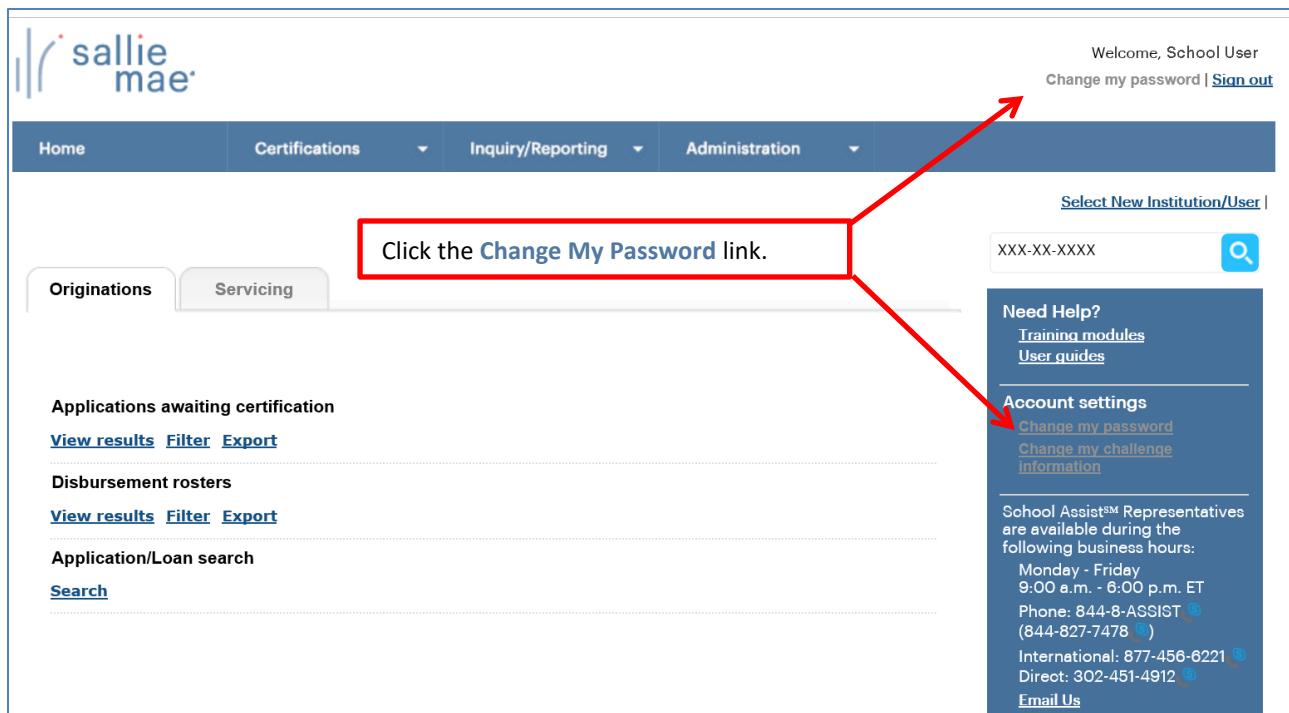
From within the OpenNet® Web Loan Delivery system, you can change your account security information:

- Your password
- Your challenge information

Change Your Password

How to change your password:

1. From any page in OpenNet, click on one of the following links:
 - The [Change My Password](#) link located at the top of the page.
 - The [Change My Password](#) link located in the Right Rail under Account Settings.



The Change Your Password page displays.

(Continued on the next page)

[Feedback](#)

CHANGE YOUR PASSWORD

Complete the fields below and click on the **SUBMIT** button to change your password. The **CANCEL** button returns you to the previous page without saving any changes.

Log-in Information
All fields are required.

Current Password:

New Password:

Confirm New Password:

Your password must be 8-32 characters long and contain at least one letter and one number. You may use any alphanumeric or special character that can be directly typed from a standard keyboard except the following: < > () { } &. Please be aware that passwords are case-sensitive.

Re-enter your password to confirm.

Submit **Cancel**

2. Type your current password into the **Current Password** text box.
3. Type your new password into both the **New Password** and **Confirm New Password** text boxes.
4. Click the **Submit** button.

The Password Changed page displays, confirming that the change was successful.

PASSWORD CHANGED

Thank you. Your password has been changed.

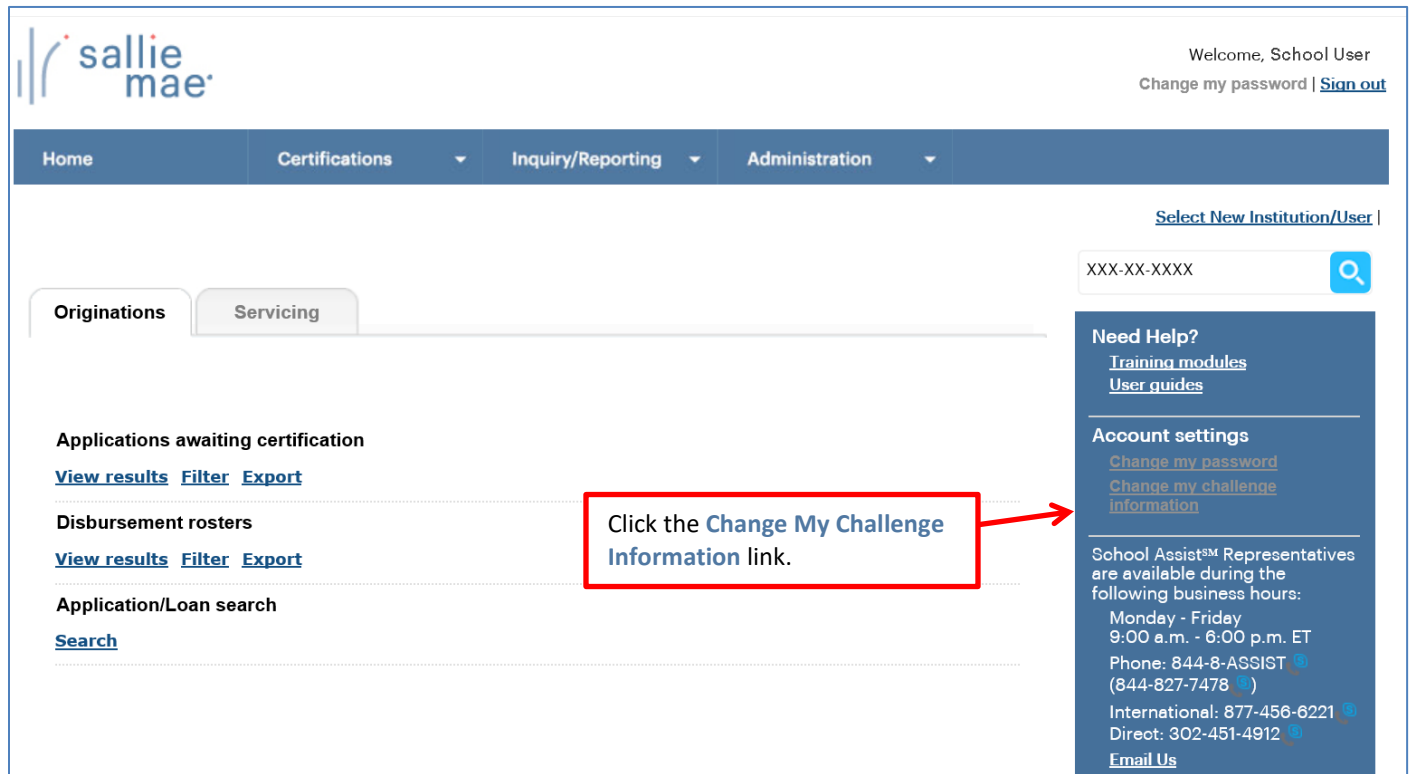
Continue

5. Click the **Continue** button to return to the original OpenNet page.

Change Your Challenge Information

How to change your challenge information:

1. From any page in OpenNet, click the **Change My Challenge Information** link located in the Right Rail under Account Settings.



The screenshot shows the OpenNet WLD Account Security interface. At the top, there is a navigation bar with links: Home, Certifications, Inquiry/Reporting, and Administration. Below this, there is a section for 'Select New Institution/User' with a search box containing 'XXX-XX-XXXX' and a magnifying glass icon. On the left, there are tabs for 'Originations' and 'Servicing'. Below the tabs, there are sections for 'Applications awaiting certification', 'Disbursement rosters', and 'Application/Loan search'. On the right, there is a 'Need Help?' section with links for 'Training modules' and 'User guides'. Below this, there is an 'Account settings' section with links for 'Change my password', 'Change my challenge information', and 'Email Us'. A red box highlights the 'Change my challenge information' link, with an arrow pointing to it from the text 'Click the Change My Challenge Information link.'

The Change Your Challenge Questions page displays.

(Continued on the next page)

CHANGE YOUR CHALLENGE QUESTIONS

The questions below will be used to reset your password online or to confirm your identity if you need to call us for assistance. Please provide answers for each that you can easily remember. Your answers will be used to verify your identity and return you to the previous page without saving any changes.

Challenge Information

All fields are required.

Question	Answer
Please select challenge question 1	
Please select challenge question 2	
Please select challenge question 3	
Please select challenge question 4	
Please select challenge question 5	

Click the **Submit** button.

Submit Cancel

2. Select five unique questions using the **Question** drop-down menus and enter the five corresponding answers into the **Answer** text boxes.
3. Click the **Submit** button.

The Challenge Questions Saved page displays, confirming that the updated information has been saved.

CHALLENGE QUESTIONS SAVED

Thank you. Your challenge questions have been saved.

Click the **Continue** button.

Continue

4. Click the **Continue** button to return to the original OpenNet page.