

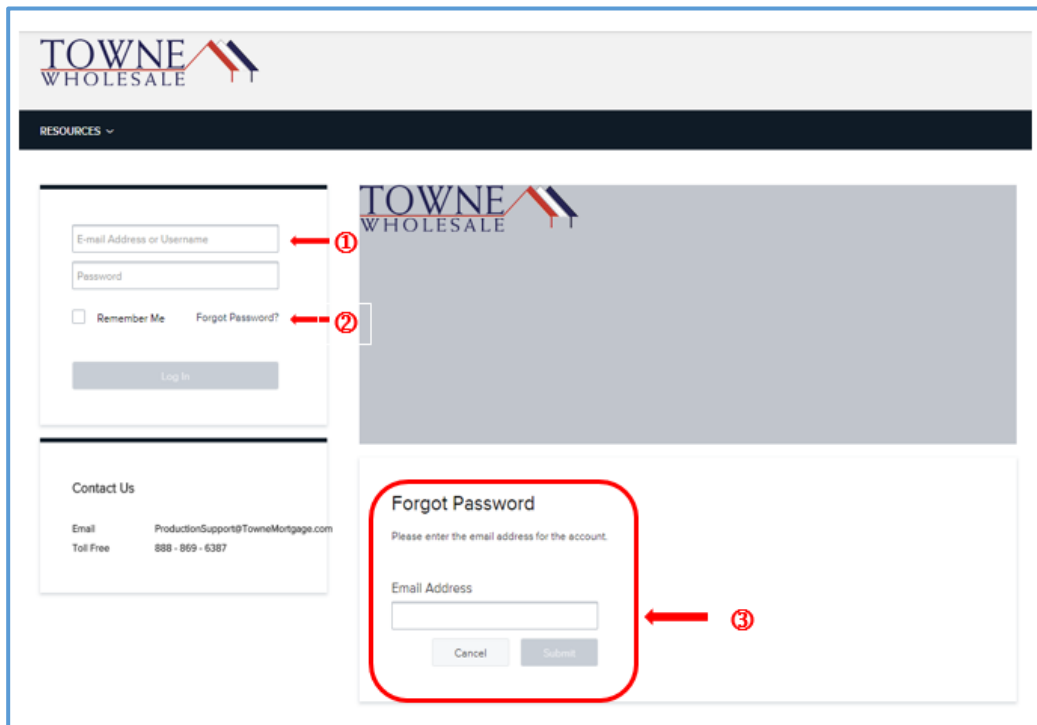


DID YOU KNOW?

TPO Connect users can reset their password if they have forgotten it and are not able to log in. A **Forgot Password?** link is available on the log in screen.

Follow These Easy Steps To Reset Your Password

1. On the Encompass TPO Connect login screen, enter your email address.
2. Click **Forgot Password?** The **Forgot Password** window will display, as shown in the red rectangular section below.
3. Enter your email address and click **Submit**.



4. Check your email for a password change request email. **The password assistance email will come from updates@townemortgage.com.** In the reset email is a link to reset your password. Click the link.

5. On the Reset Password page, enter your email address in the **Email** field.
6. Enter a new password in the **New Password** field.
7. Re-enter the password in the **Re-enter New Password** field.
8. Click **Login**.

The screenshot shows the Towne Wholesale Mortgage website. On the left, there is a login form with fields for 'Email Address or Username' and 'Password', a 'Remember Me' checkbox, a 'Forgot Password?' link, and a 'Login' button. Below the login form is a 'Contact Us' section with the email 'b2b@townemortgage.com' and toll-free number '888-653-9037'. On the right, the 'Reset Password' section features three input fields: 'Email' (with a red arrow and circled number 5), '* New Password' (with a red arrow and circled number 6), and '* Re-enter New Password' (with a red arrow and circled number 7). A 'Login' button is located at the bottom right of the 'Reset Password' section, with a red arrow and circled number 8 pointing to it.

The requirements for passwords are:

- Minimum of 8 characters
- 1 Uppercase Letter
- 1 Lowercase Letter
- 1 Digit
- Cannot be one of the last two passwords used

If you need additional training on the material contained within this publication, please contact your Account Executive, Client Relations Representative or salesupport@townemortgage.com.

If you have a suggestion for a DYK, please let us know via email, Training@townemortgage.com