

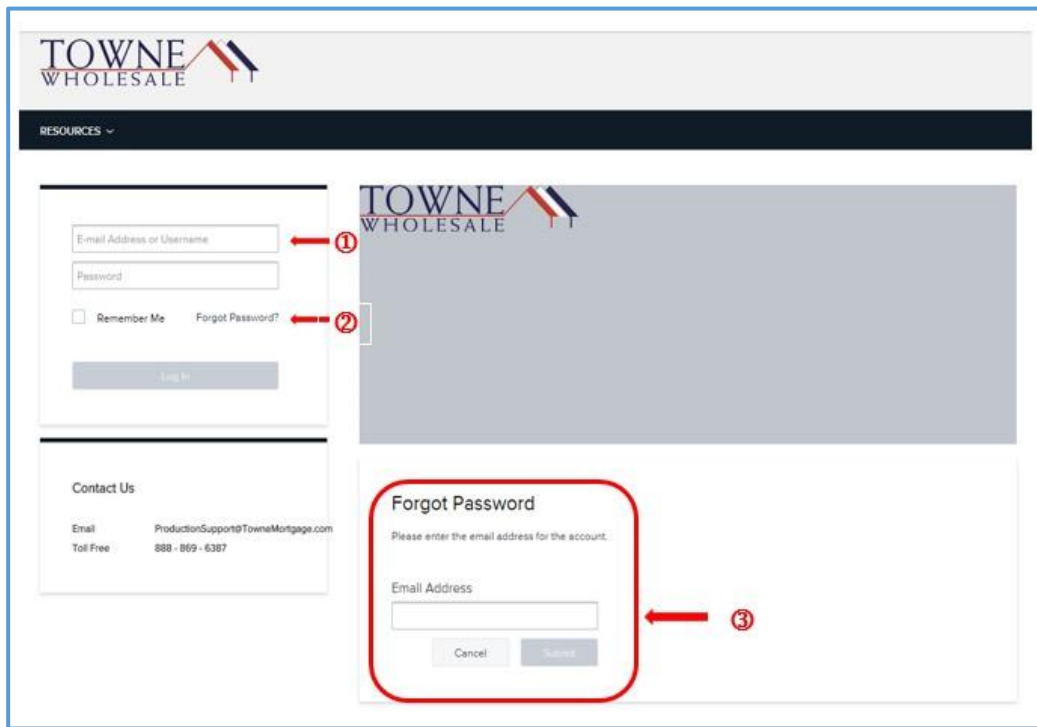


**DID YOU KNOW?**

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](mailto: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 'Reset Password' page on the Towne Wholesale website. On the left, there is a login form with fields for 'Email Address or Username' and 'Password', a 'Remember Me' checkbox, and a 'Forgot Password?' link. Below this is a 'Contact Us' section with email and toll-free phone information. The main content area is titled 'Reset Password' and contains three input fields: 'Email', '\* New Password', and '\* Re-enter New Password', each with a red arrow and a circled number (5, 6, 7) pointing to it. A 'Login' button is at the bottom right with a red arrow and a circled number (8) pointing to it. The Towne Wholesale logo is in the top right corner.

**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 [salessupport@townemortgage.com](mailto:salessupport@townemortgage.com).**

**If you have a suggestion for a DYK, please let us know via email, [Training@townemortgage.com](mailto:Training@townemortgage.com)**

---