Dear Client,

To provide better security, FinThrive has implemented the following changes on login to www.codecorrect.com:

- Passwords are now case sensitive

With this change, users with administrative permissions can better enforce the organization's password policies.

As a result of this change, users at your organization may receive a notice of an invalid login attempt and be required to change their password to access the system. To do so, users should complete the following actions.

1. Click on the Reset Password link, below the Log In button.

2. Follow the prompt to enter your Username and Email Address.

3. Click the Reset Password button.

4. If your organization is set up to require security questions, the user will be required to answer 1 or more security questions.

5. The user will receive a system-generated email from RCTProductSupportCIT@finthrive.com containing a link to reset their password.

6. Click on the link in the email from RCTProductSupportCIT@finthrive.com.

*Note: The user will only be able to click this link 1 time. If the user navigates away from the New Password screen, they will be required to complete steps 1-6 before they are able to reset their password.

7. User will be directed to a screen to enter their new password and re-enter new password *Note: The new password must comply with the organization's password complexity configuration.

8. Click the Change Password button.

Sincerely,

FinThrive