



**COMING SOON! New to IGO self-serve password reset!!!**

**Effective tomorrow June 20<sup>th</sup>:** In order to allow users to be able to reset their own passwords, the first login to IGO, you will be asked to enter your business email address.

The below is the screen shot of what the user can expect to see after successfully logging into IGO.

En Français Change Password Sign out

**MANDATORY** >> Email Address Entry

There is a new requirement to have an email address registered with us. Please enter your email address now.

Email Address

Confirm Email Address

Enter your IGO password

**MANDATORY**

IGO will send the user a verification email. The user will need to validate their email address by clicking on the link provided. *\*The IGO user will have **30 minutes** to validate their email address.*

**SUPER EXCITING!** Password expiry has increased from 90 days to 120 Days!!

**DID YOU KNOW!** That you can request to change your password or check when your password is expiring by clicking on the “**Change Password**” tab in IGO.

En Français Change Password Sign out

Agency Administration >> Change Password

**Your password will expire in 118 days.**

Passwords must have a minimum of 8 characters, at least one capital letter, one small letter, one digit (0-9) and one symbol. Passwords cannot be re-used within 12 iterations.

**IMPORTANT "you can only change your password once every 24hours"**

Current Password

New Password

Confirm new password

**\*\*If you experience technical issues, please contact your branch administrator for assistance.**