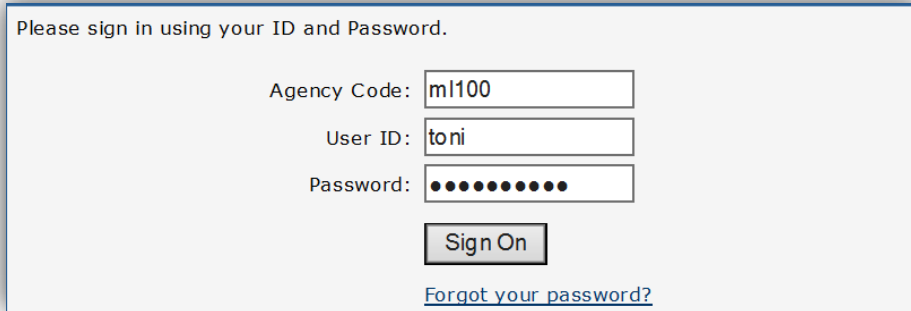


## New to IGO self-serve password reset!

IGO now allows users to be able to reset their own passwords. The first time an IGO user logs in after June 20<sup>th</sup>, they will be asked to enter their email address.

**Login process will not change:** The IGO user will continue to enter their existing **Agency Code**, **User ID** and **Password** as they normally would.



Please sign in using your ID and Password.

Agency Code:

User ID:

Password:

[Forgot your password?](#)

Below is the screen shot of what the user can expect to see after successfully logging in to IGO. **Entering your email address will only be required one time.**



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

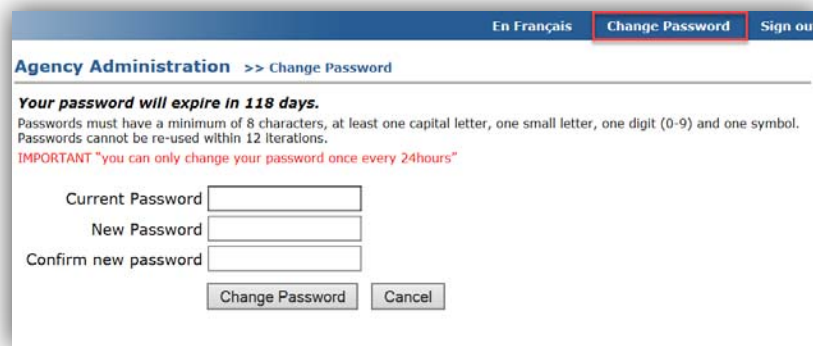
**MANDATORY**

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.*

### UPDATE: EXPIRY DATE NOW EXTENDED!

Password expiry date has now been 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.**