

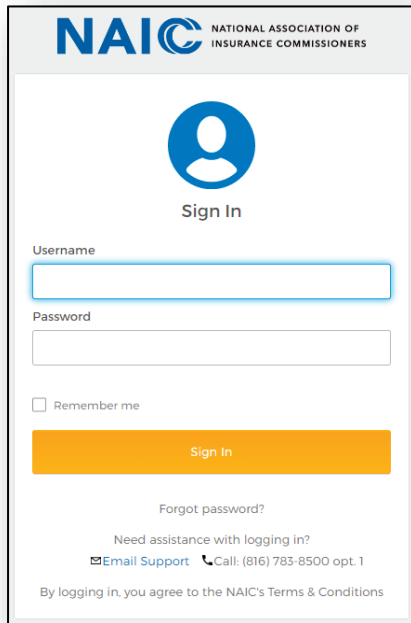
Forgotten Password Question - Getting Started

Setting up security questions and answers enables you to reset your password.

1. **Open your internet browser.** (Click or copy link)

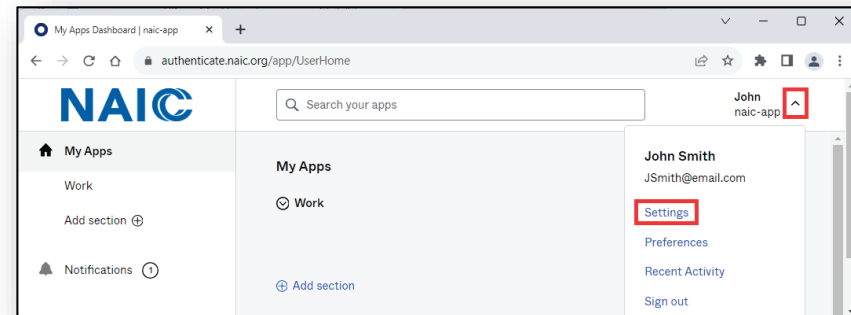
<https://authenticate.naic.org>

2. Enter Username and Password.
> Click **Sign In**.

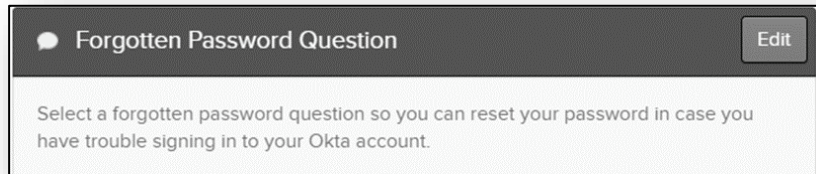


The screenshot shows the NAIC Sign In page. At the top is the NAIC logo and the text "NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS". Below the logo is a blue circle icon with a white person silhouette and the text "Sign In". There are two input fields: "Username" and "Password". Below the password field is a "Remember me" checkbox. At the bottom is an orange "Sign In" button. Below the button are links for "Forgot password?", "Need assistance with logging in?", "Email Support", and "Call: (816) 783-8500 opt. 1". At the very bottom, it says "By logging in, you agree to the NAIC's Terms & Conditions".

3. Click on **^** located upper right corner by your name.
> Click **Settings**.



4. Go to Forgotten Password Question.
> Click **Edit**.



NOTE:

Active users click green **Edit Profile** button prior to making updates.

Enter **Password** > Click **Verify**.

Follow prompts to complete multi-factor authentication process.

Proceed to Step 5.

5. Click drop-down to select a question.
> Input **Answer**.
> Click **Save**.

