



Resetting Your Signing Password

How frustrating! You've forgotten your password! Don't worry—it happens to all of us. We've been through this before...just follow the steps below and we'll get through this together!

In summary, you'll tell the system that you forgot your password. Then, we'll send you an email with a new link that you can use to create a new password. When you're done with that, you can come back to the original link that was sent to you for signing the document. Finally, you can enter your new password and continue signing your documents.

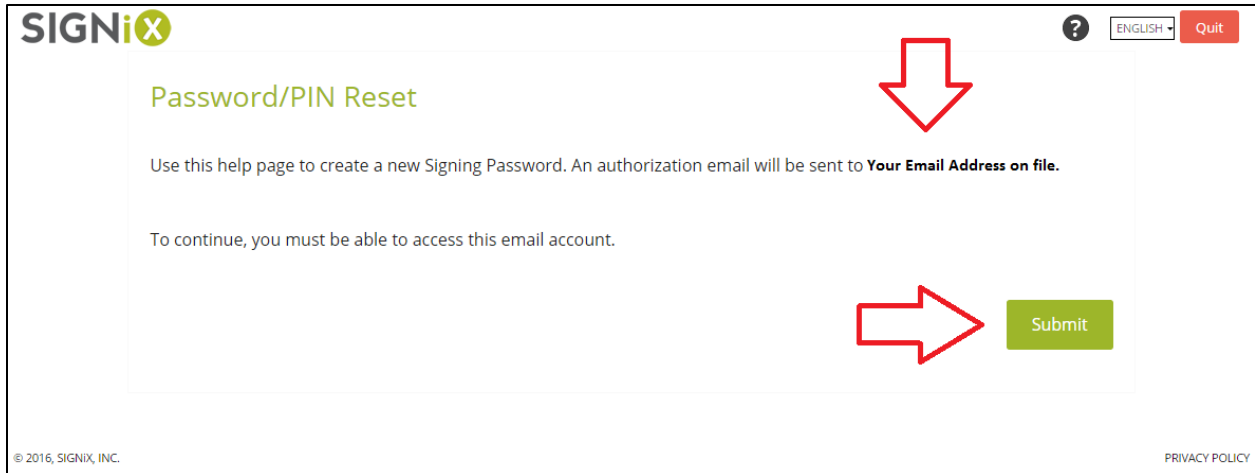
STEP ONE: FORGOT MY PASSWORD

To begin, you should be looking at this personalized screen now, which likely came up in your internet browser after you clicked a link in an email from a sender who used our service to send you documents to sign.

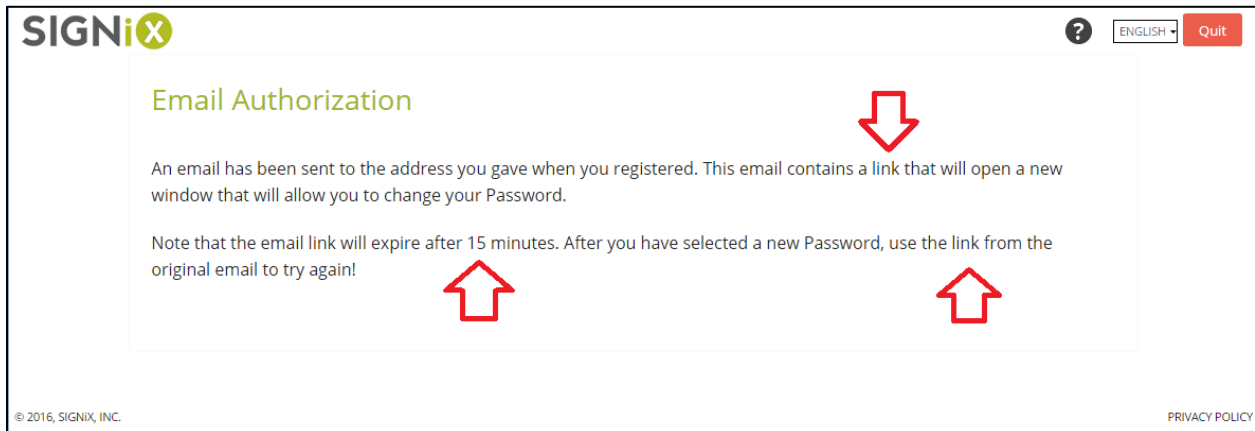
The screenshot shows the SIGNiX login interface. At the top left is the SIGNiX logo. At the top right are a help icon (question mark), a language dropdown menu set to 'ENGLISH', and a red 'Quit' button. The main heading is 'First Name, Please Log In'. Below this is the instruction 'Please enter your login information.' A green button labeled 'Forgot my password' is highlighted with a red arrow. Below that is the instruction 'Please enter your Signing Password in order to log in.' A green box contains the text 'Enter your Signing Password' above a password input field. At the bottom left is a checkbox labeled 'I wish to update my signature/initials'. At the bottom right is a green 'Next' button. The footer contains '© 2016, SIGNIX, INC.' and 'PRIVACY POLICY'.

The first thing you need to do—*assuming you still don't remember your password!*—is to click the **Forgot my password** button pointed out above.

When you click that, you'll see a new screen which lists the email address we have on file for you.



Click the **Submit** button. This will start the delivery process for your password reset email, and the screen will change to confirm this.



At this point we need you to close your internet browser(s) completely. Not just the tab you've been working with, but the whole browser. This helps to clear out what are known as 'cookies' which may complicate the password reset process. To do so, click the X in the upper right corner (Windows) or the Red dot in the upper left corner (MacOS). You may want to download or print out these instructions first!

STEP TWO: THE PASSWORD RESET EMAIL AND RESETTING THE PASSWORD

Next you need to look for a new email coming from SIGNiX. You can re-open your browser if you need to get your email of course. The subject line will read "Password/PIN Reset Authorization," and look like the below:

Password/PIN Reset Authorization Inbox x

 <noreply@signixmail.com>
to me

Mar 21 (7 days ago)

Dear John Harris,

The following link will allow you to continue with the Password/PIN reset process.

<https://www.signix.net/enter.jsp?m=>

If you did NOT initiate/request a Password/PIN reset or were not prompted to create a new Password/PIN, please forward this message to CustomerSupport@SIGNIX.com with a note alerting us to the problem and include your full name and email address.

If you did forget your Password/PIN or did purposely reset it, please do NOT contact Customer Support.

For other issues, contact the Company or Individual who sent you documents to sign.

Thank you!

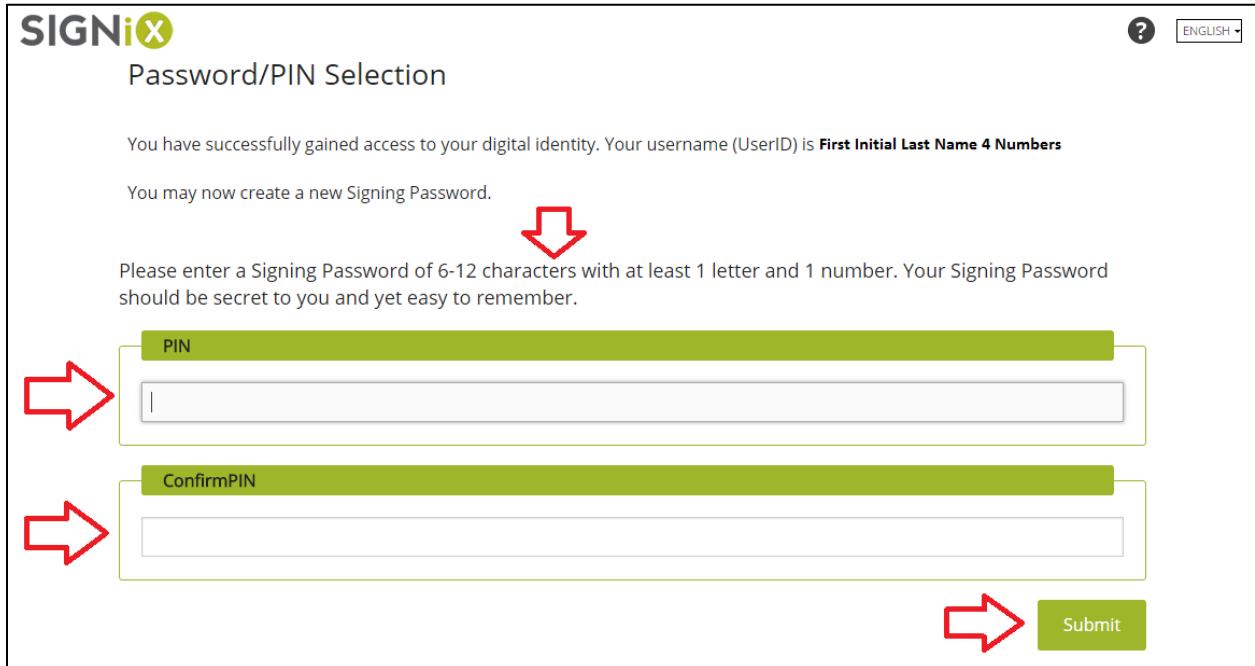
Sincerely,



Tx: 

Next, you need to click on the link in this new email, pointed out above. This link is time-sensitive for security reasons, with the current expiration time set for 90 minutes.

A new tab / window will open with the following screen:




On this screen, please type in a new password /PIN , following the password rules above. Re-enter the password again to confirm your new password. Remember that passwords are case-sensitive. When you're ready, hit the **Submit** button.

A confirmation screen will appear:

SIGNiX ? ENGLISH

Password Recovery


Your Password/PIN has been successfully changed. Please close this window and resume logging in.



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Now, please return to your email and wait to receive an email with the subject line “Password/PIN Reset Confirmation.” This is your assurance that the system now recognizes the change in your password.

Dear **First Name Last Name**,




This message is to advise you that your signing Password/PIN was changed on **Date and Time of reset**.

If you did NOT initiate/request a Password/PIN reset or were not prompted to create a new Password/PIN, please forward this message to CustomerSupport@SIGNiX.com with a note alerting us to the problem and include your full name and email address.

If you did forget your Password/PIN or did purposely reset it, please do NOT contact Customer Support.

For other issues, contact the Company or Individual who sent you documents to sign.



Thank you!

STEP THREE: TRYING OUT YOUR NEW PASSWORD!


At this point, your password has been reset. Please go back to the original email that started this process: the email you received letting you know you have documents to sign. It might look something like this, though the text can be different:

Dear **First Name Last Name**,

Your documents are available online for viewing and signing.

To access your document for this specific transaction, click here:

<https://www.signix.net/enter.jsp?m=102&i=FU267kDut2AtaMhv2ZOILP>



Click the link and a new window/tab should open...you should now see the screen below. But this time, you have a new password! Enter your password and hit Next. You’re on your way!

SIGNiX ? ENGLISH Quit

First Name, Please Log In

Please enter your login information.

Forgot my password

Please enter your Signing Password in order to log in.

Enter your Signing Password

I wish to update my signature/initials

Next

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IF YOU'RE STILL HAVING ISSUES...

If you have any issues with this process, we ask that you go back through the process, but first follow the 'Clear Browser History' process which can sometimes help resolve issues.

If you've done that, reset your password, **and** if you're **still** having issues, please feel free to contact the Sender of the documents, whose name and contact information will be in the original email you received letting you know you had documents to sign. They can help you directly or get in touch with SIGNiX for additional help.