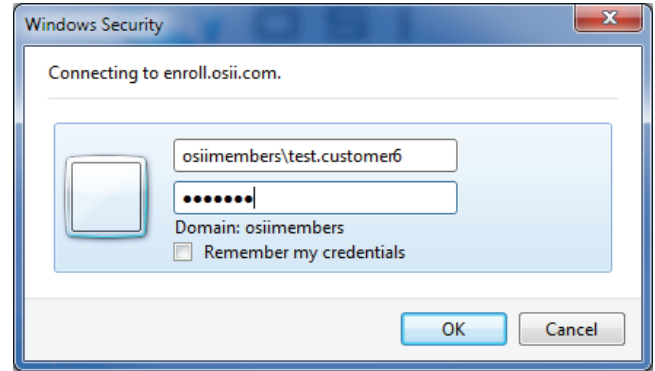




This document will walk you through enrolling in the OSI Recovery Center, along with resetting your password.

Enrollment

1. Open a new incognito browser window and go to <https://enroll.osii.com> to first enroll in the OSI Recovery Center. We suggest using an incognito window to avoid any single sign-on conflicts during the enrollment. You will be prompted to first authenticate using your credentials. Note – this is Windows authentication, so the user needs to enter `osiimembers\` before their username (see below).



2. You are then taken to the Welcome Page.

Welcome to the OSI Enrollment Center

You can use the OSI Enrollment Center to enroll your Members Site user account. The enrollment process asks you a few questions and then completes your enrollment. In the future, if you forget your password, you can use the OSI Recovery Center to reset your forgotten password so you can log in to the OSI Members Secure Site without calling having to contact us!

Click the Start to begin the quick and easy enrollment process.

[Start](#)

3. Your name will be displayed and you will be directed to choose two questions (from a list of 10) and provide answers to those questions.

Instructions

1. Answer the questions to enroll for first time or to change your current enrollment answers.
2. Once you complete the enrollment process, you can use OSI Recovery Center to reset your password if you forget it.

User Currently Enrolling: **Test Customer 6**

Step 1 of 2: Choose Questions to Answer

Choose questions to answer from the list below. You can answer any questions you want as long as you answer the minimum number of questions.

In what year was your father born? Minimum number of characters required in the answer: 4

What month was your mother born? Minimum number of characters required in the answer: 2

[Next](#) [Cancel](#)



4. Enrollment is complete.

Instructions

1. Answer the questions to enroll for first time or to change your current enrollment answers.
2. Once you complete the enrollment process, you can use OSI Recovery Center to reset your password if you forget it.

User Currently Enrolling: **Test Customer 6**

Step 2 of 2: Complete Your Enrollment

1. Review the questions and answers for your enrollment. Make sure you can remember the answers to all your questions so you can reset your password in the future.
2. Click Finish to complete the enrollment process once you have verified all your answers.

In what year was your father born? **1959**
What month was your mother born? **April**

[Previous](#) [Finish](#) [Cancel](#)

5. Now when you attempt to reset your password, you will be asked to verify your identity before resetting or changing your password.

Congratulations! You successfully enrolled.

You may now exit the system and you can use the OSI Recovery Center in the future to reset your password if you forget it.

[Exit Enrollment Center](#)

Follow the instructions to reset your OSI Customer Account password or unlock your account.
Current User Account: **Test Customer 6**

Confirm Your Identity

To confirm that this is your account, please answer the questions and click Next to verify the answers before you continue.

In what year was your father born?

[Previous](#) [Next](#) [Cancel](#)



Password Reset

1. If you wish to reset your password, open a new incognito browser window and go to <https://account.osii.com>. We suggest using an incognito window to avoid any single sign-on conflicts during the password reset.

Welcome to the OSI Account Recovery Center

Use the OSI Account Recovery Center to reset your password if you forget it. You can also use the recovery center to change your password or unlock your account if you are locked out of one of OSI Customer Sites. And you can do all of this on your own without having to contact us!

Click the Next button to start using the OSI Account Recovery Center.

[Next](#) [Cancel](#)

2. Enter your username or email address and click **Next**.

Find Your OSI Customer Account

Enter your work email address or OSI Customer Account username and click Next to find your account.

Account name or email address :

[Previous](#) [Next](#) [Cancel](#)

3. Your account name and email address will be displayed. If you have yet to enroll in the OSI Recovery Center, you will be prompted to enroll. Please ensure you enroll before proceeding to change or reset your password.

Note: If you haven't enrolled and you choose the **Initiate an E-Mail Reset** option, you will not receive the email to reset your password. You will want to click the **Enrollment Center** link in the paragraph above or navigate to <https://enroll.osii.com> and complete enrollment in the OSI Recovery Center before proceeding.

Current User Account: **Test Customer 6 (test.customer6@osii.com)**

User Not Enrolled

You are not currently enrolled in the OSI Account Recovery Center. You will be allowed to reset your password this one time. Once you have reset your password, please go to the [Enrollment Center](#) to enroll your account. By enrolling in the OSI Account Recovery Center you will be securing your credentials, along with gaining the ability to retrieve your username and reset your password when needed.

When logging into the Enrollment Center, enter your username in the format **osiimembers\username**.

If you have any questions or need assistance, please contact us at webmaster@osii.com.

You may still change the password for your OSI Customer Account. Click the button below to continue.

[Change Password](#)

[Initiate an E-Mail Reset](#)

[Previous](#) [Exit](#)



- Once have completed enrollment, or are already enrolled, choose the **Email a reset key to me** option and click Next.

Follow the instructions to reset your OSI Customer Account password or unlock your account.
Current User Account: **Test Customer 6 (test.customer6@osii.com)**

What Do You Need to Do?

Select the action you want to accomplish.

- Email a reset key to me (tonye.praught@osii.com)
- I forgot my password
- I need to change my password
- I need to unlock my account

[Previous](#) [Next](#) [Cancel](#)

- You will be prompted to answer one of your security questions. Enter the correct answer and click Next.

Follow the instructions to reset your OSI Customer Account password or unlock your account.
Current User Account: **Test Customer 6 (test.customer6@osii.com)**

Confirm Your Identity

To confirm that this is your account, please answer the questions and click Next to verify the answers before you continue.

In what year was your mother born?

[Previous](#) [Next](#) [Cancel](#)

- An email will be sent to you at your email address from Webmaster with the subject "OSI Members Site Password Reset". Click on the link in the email.

Follow the instructions to reset your OSI Customer Account password or unlock your account.
Current User Account: **Test Customer 6 (test.customer6@osii.com)**

Reset Link Successfully Sent

A reset link has been sent to your registered email address. You will be able to click this link to complete the process.

[Exit](#)



7. You will now have the option to either reset your password or change your password. Select the option the best fits your need.

Follow the instructions to reset your OSI Customer Account password or unlock your account.
Current User Account: **Test Customer 6 (test.customer6@osii.com)**

What Do You Need to Do?

Select the action you want to accomplish.

I forgot my password

I need to change my password

I need to unlock my account

Previous Next Cancel

8. If you choose to reset your password, enter your new password in both of the fields provided.

If you choose to change your password, enter your previous password, then enter your new password in the fields provided.

Note: Passwords must contain at least 8 characters and include 3 of the following characters: an uppercase letter, a lowercase letter, a number, or a special character such as an exclamation point or question mark.

Follow the instructions to reset your OSI Customer Account password or unlock your account.
Current User Account: **Test Customer 6 (test.customer6@osii.com)**

Reset Your Password

Enter a new password and then confirm the password to reset your OSI Customer Account password. The password must contain at least eight characters, including at least three of the following characters: an upper case letter, a lower case letter, a number, and a special character like an exclamation point or question mark.

New Password:

Confirm New Password:

Previous Finish Cancel

Follow the instructions to reset your OSI Customer Account password or unlock your account.
Current User Account: **Test Customer 6 (test.customer6@osii.com)**

Change Your Password

Enter your old password along with a new password to change your password. The password must contain at least eight characters, including at least three of the following characters: an upper case letter, a lower case letter, a number, and a special character like an exclamation point or question mark.

Current password :

New password :

Confirm new password :

Previous Finish Cancel