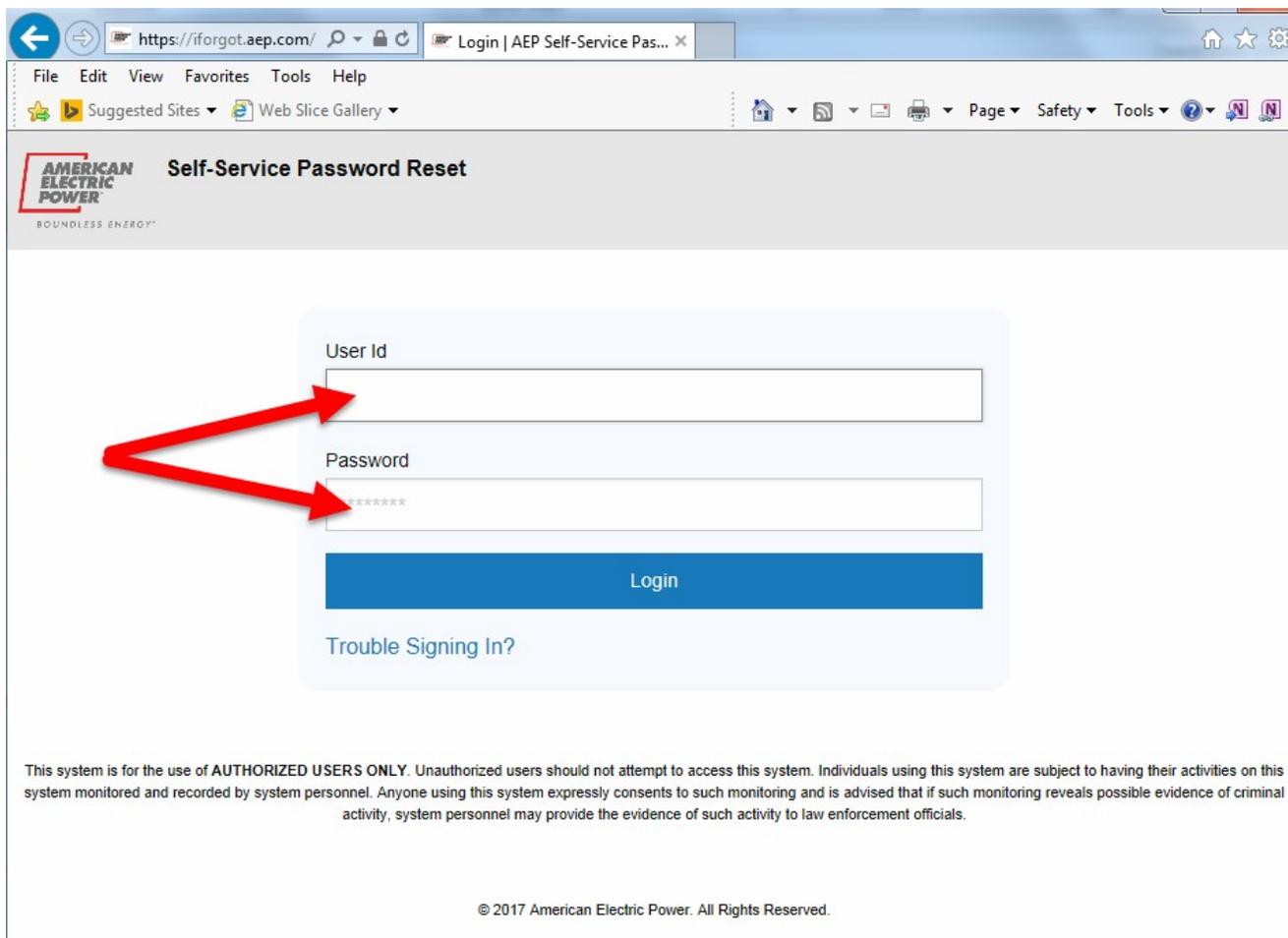


# BPP/XAM (IForgot) Deployment

Please perform the following steps in order to proceed now:

Step 1. Click this link: [iforgot.aep.com](https://iforgot.aep.com) or type the URL in your Internet Browser. The following screen should display:



AMERICAN ELECTRIC POWER  
ROUNDLESS ENERGY™

Self-Service Password Reset

User Id

Password

\*\*\*\*\*

Login

[Trouble Signing In?](#)

This system is for the use of AUTHORIZED USERS ONLY. Unauthorized users should not attempt to access this system. Individuals using this system are subject to having their activities on this system monitored and recorded by system personnel. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel may provide the evidence of such activity to law enforcement officials.

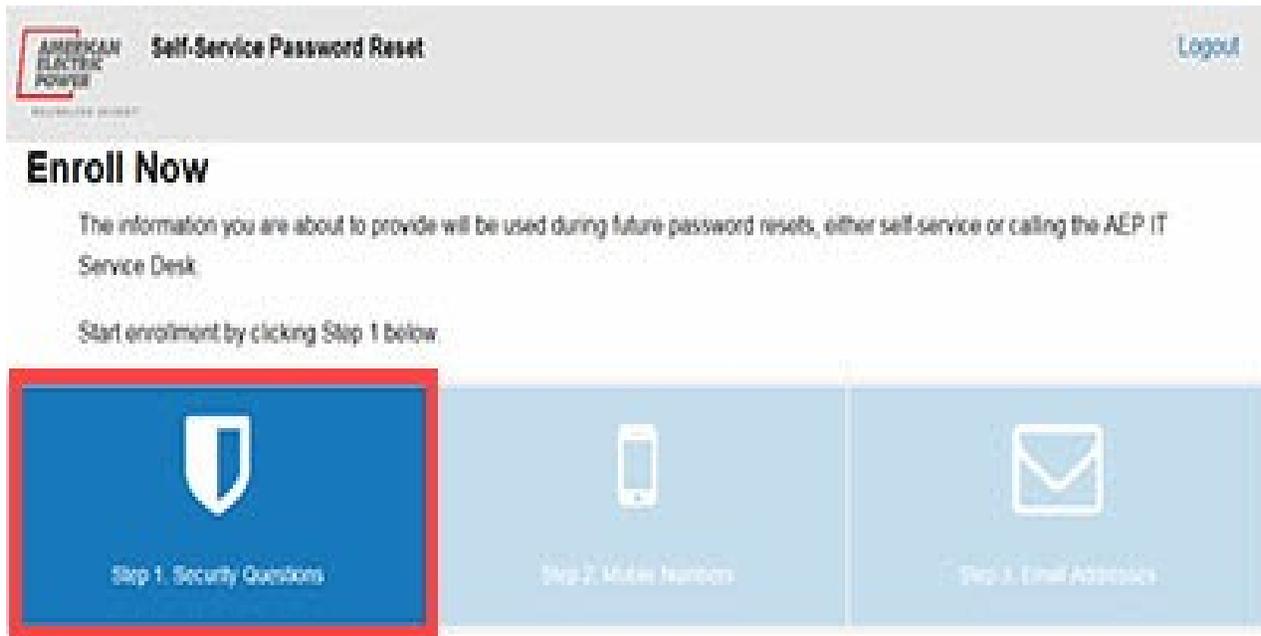
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2. On the screen displayed above, in the “User ID” field type the *email address registered previously with AEP Ohio*, and the following *Temporary Password*:

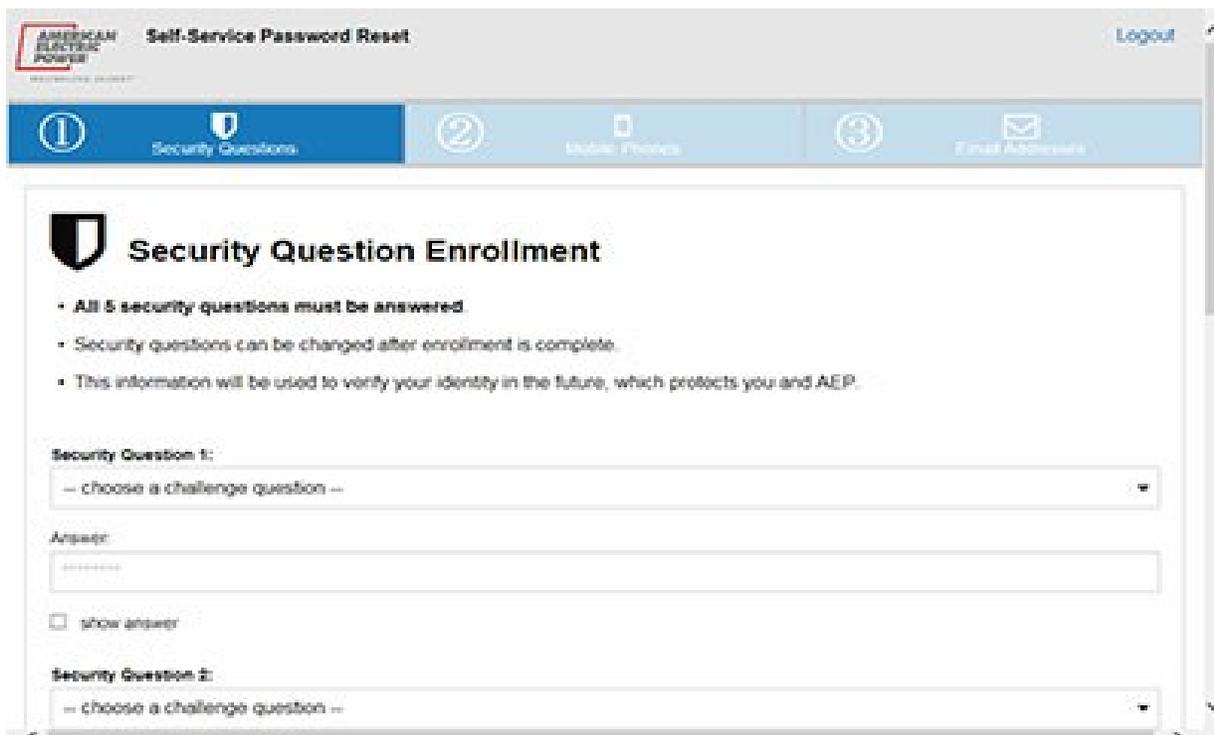
**TEMPORARY PASSWORD: Hello1234**

Please note that the temporary password contains an upper case “H” and NO SPACES. Please enter this password exactly as shown. Click “Login”.

3. You will see the following “Enroll Now” screen next:



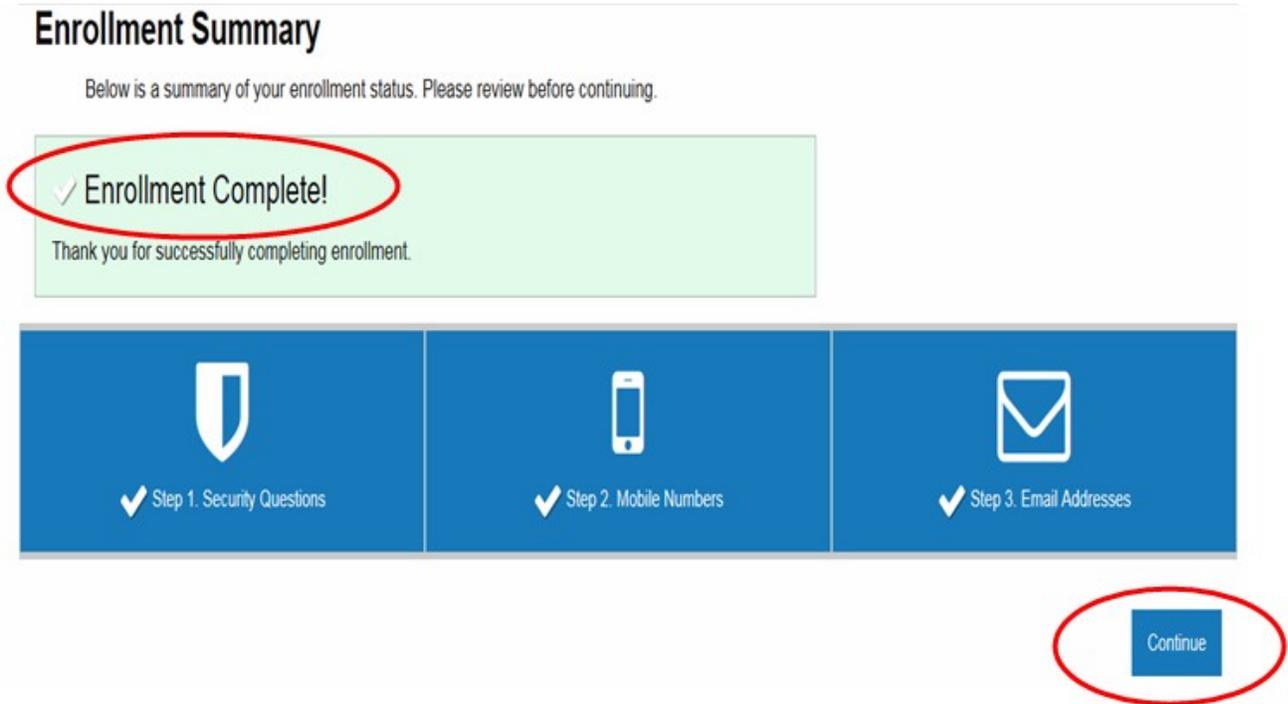
4. You will be prompted to answer 5 security questions as shown on the screen below:



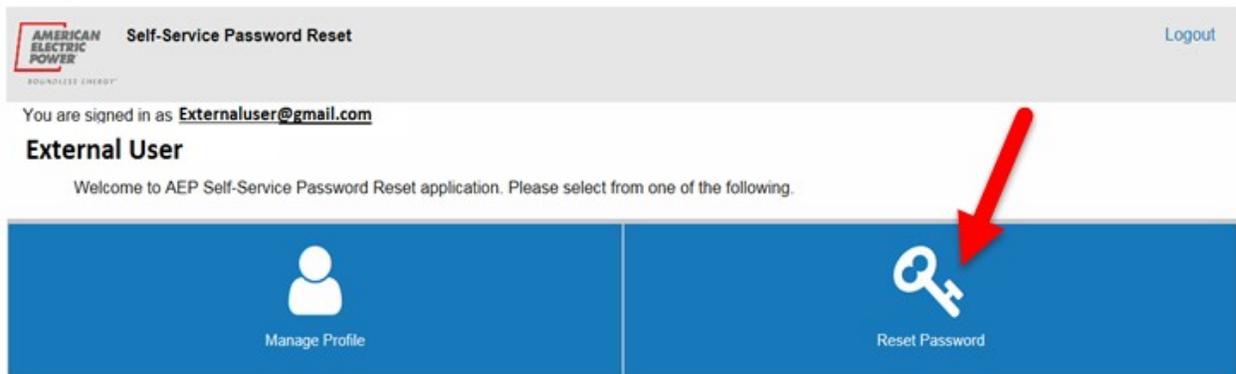
5. You will be prompted to add either an email address or a mobile phone number in order to receive a verification code either by email or text in order to continue with this Iforgot registration process.

6. You will be prompted to select if the computer is public or personal. You must select either Yes or No and then select Continue.

7. You should then receive the “Enrollment Complete” screen shown below. Click “Continue” to then advance to the “Self-Service Password Reset” screen.



8. On the “Self-Service Password Reset” screen, click the “Reset Password” icon as shown below.



9. On the “Reset Password” screen enter your current password (Hello1234) as well as a New Password you will use going forward. Click “Change Password”.



## Reset Password

Please note that according to AEP policy, your new password must not be a previously used password, contain a minimum 8 characters, lowercase letter, uppercase letter and at least 2 numbers or special characters +|&!^-%\_?:= combined.

Current Password

show password

New Password

Password Strength:

show password

Confirm New Password

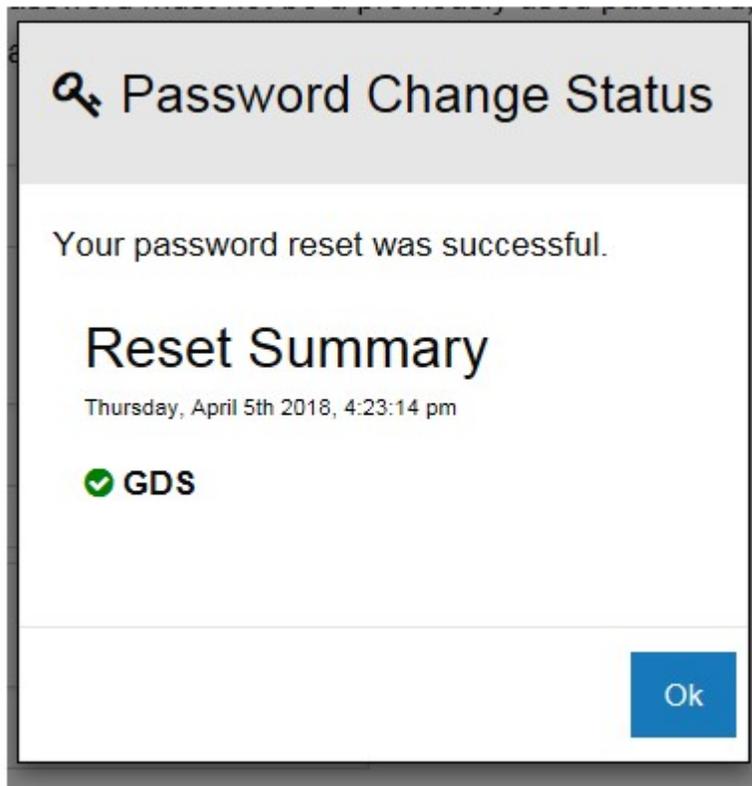
show password

[Please click here to see where your password will \*\*not\*\* be reset.](#) (This link is only accessible inside the AEP network)

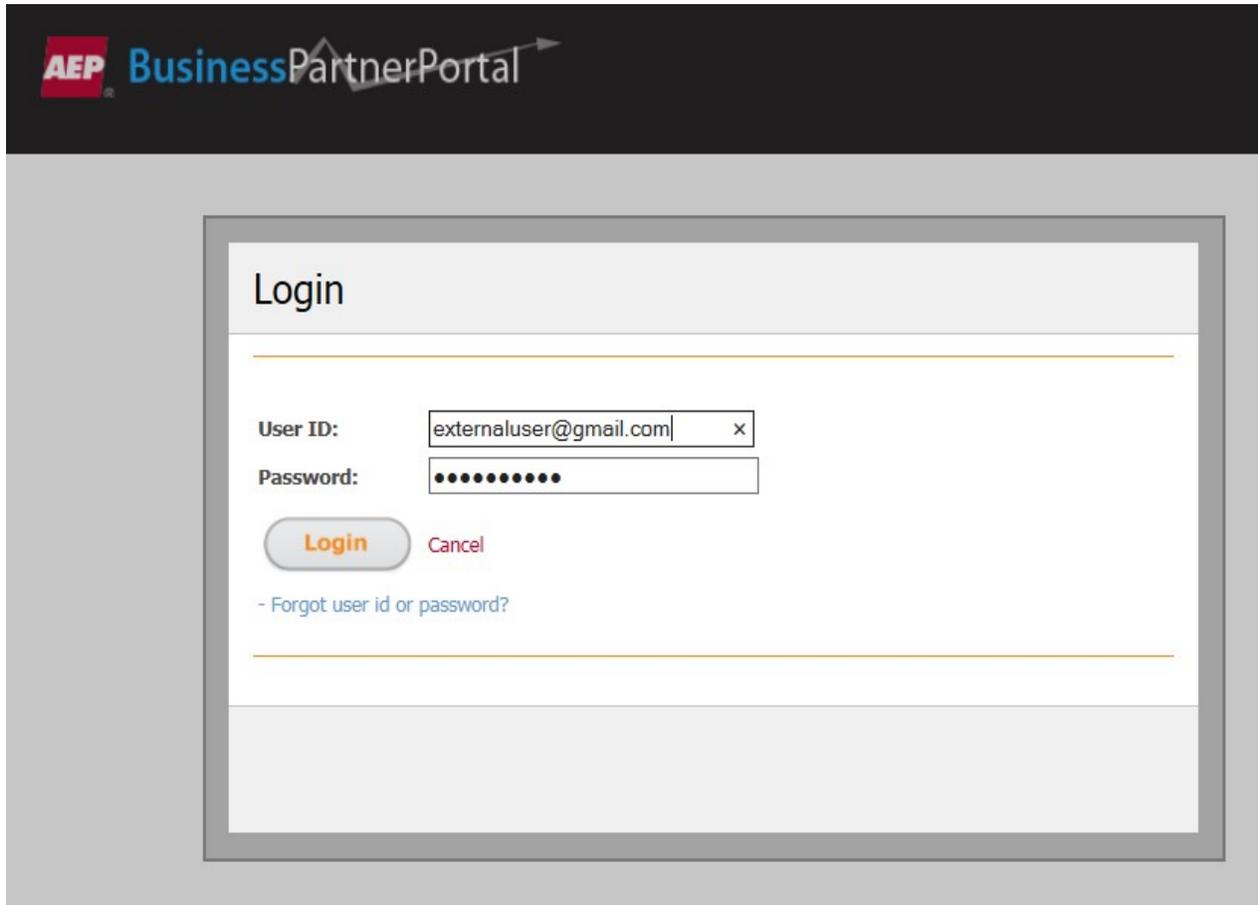
Cancel

Change Password

10. The “Password Change Status” window will display and indicate that the password reset was successful.



11. Access BPP sign on screen at this link: <https://businesspartner.aep.com>.



The screenshot shows the AEP Business Partner Portal login interface. At the top left, the AEP logo is displayed next to the text "BusinessPartnerPortal". The main content area is titled "Login" and contains two input fields: "User ID:" with the value "externaluser@gmail.com" and a clear button (x), and "Password:" with a masked password represented by ten dots. Below the fields are two buttons: "Login" (highlighted in orange) and "Cancel". A link for "- Forgot user id or password?" is located below the buttons. The entire login form is enclosed in a light gray border.

12. On the above BPP sign on screen, enter the ***email address registered previously with AEP Ohio***, and your newly established ***Password***. The normal BPP supplier Homepage should display.