

AEP Ohio's BPP/BOLT – iForgot Instructions

Please perform the following steps in order to proceed now:

- If you are a new user being created, you should receive an email about your New AEP Account with a *temporary password to Iforgot.aep.com*
- If you are an existing user experiencing password issues, you go straight to [Iforgot.aep.com](https://iforgot.aep.com)

New Account Email example:

New AEP Account

An AEP enterprise user account has been created for you.

Go to [iForgot](https://iforgot.aep.com) to accept your enterprise account invitation and create a permanent password.

AEP iForgot Identity Solution Application: <https://iforgot.aep.com>

Temporary iForgot Password: U3U67J\$&va

Once your account has been registered with [iForgot](https://iforgot.aep.com), contact your direct manager for instructions for accessing your AEP applications.

iForgot Troubleshooting Tips:

Initial Registration:

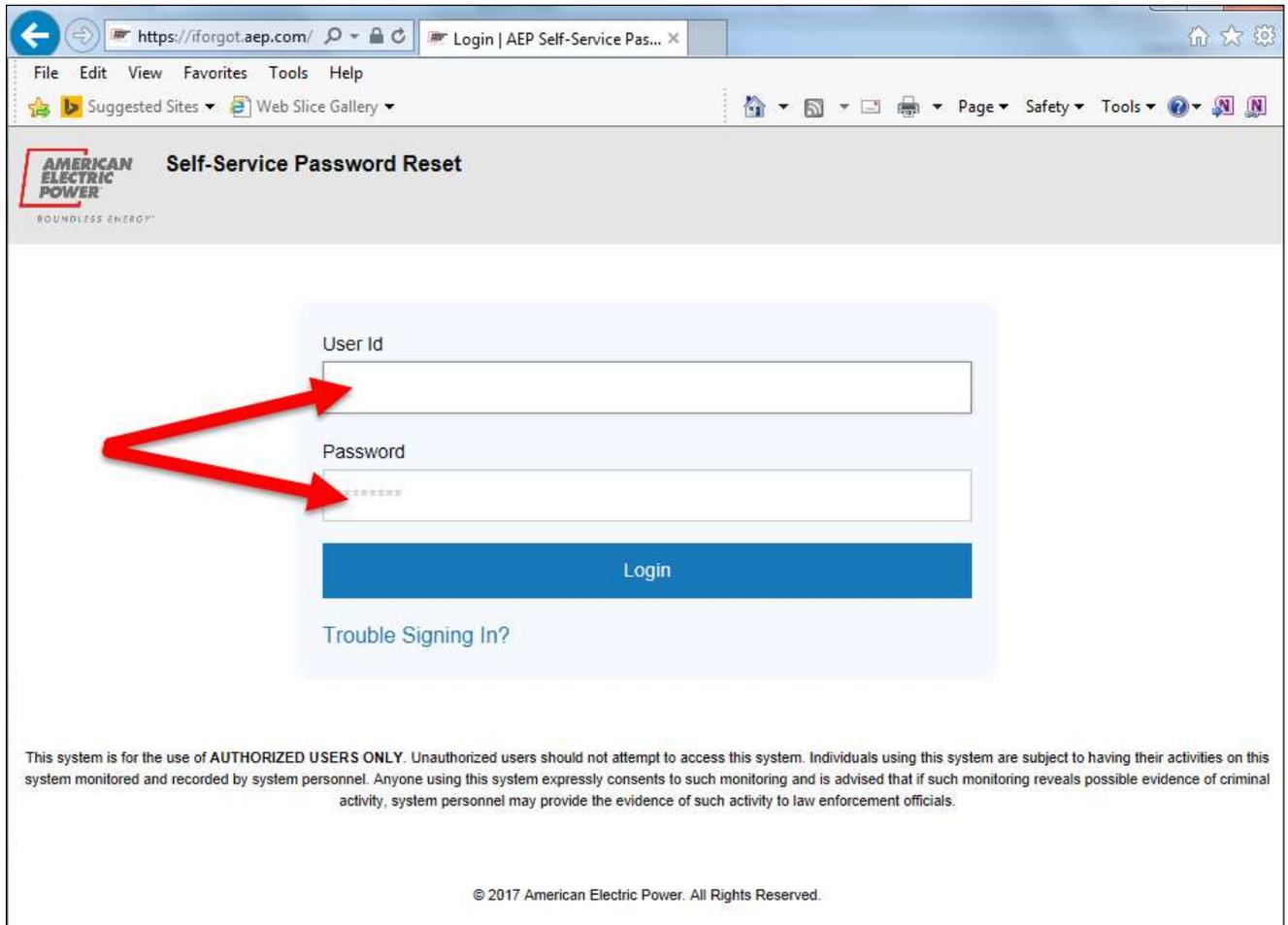
- If you do not know your user name, contact your direct manager.
- If you are unable to log into iForgot with your temporary password, contact Jane Doe, janedoe@company.com or your primary AEP contact for assistance.

Password Management:

- You **MUST** register your account with [iForgot](https://iforgot.aep.com) before you can reset your password.
- If you have forgotten your password, use the "Trouble Signing In?" option in iForgot.
- If you have forgotten the answers to your challenge questions, contact Jane Doe, janedoe@company.com or your primary AEP contact for further assistance.

If you believe you have received this email in error, please notify Jane Doe, janedoe@company.com.

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:



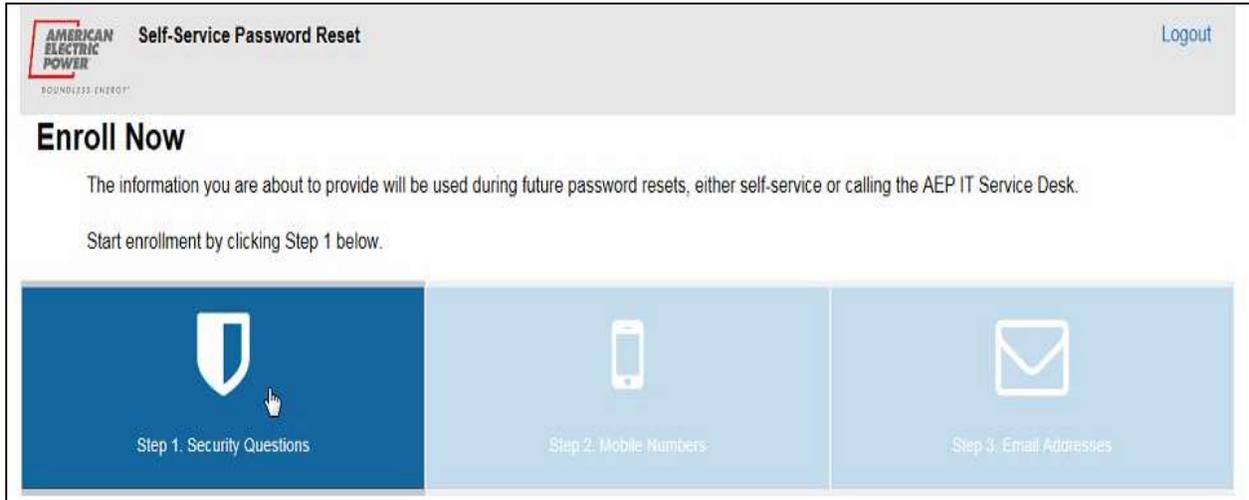
2. On the screen displayed above, in the “User ID” field type the *email address registered previously with AEP Ohio*, and the following *Temporary Password*:

TEMPORARY PASSWORD: *U367J\$va*

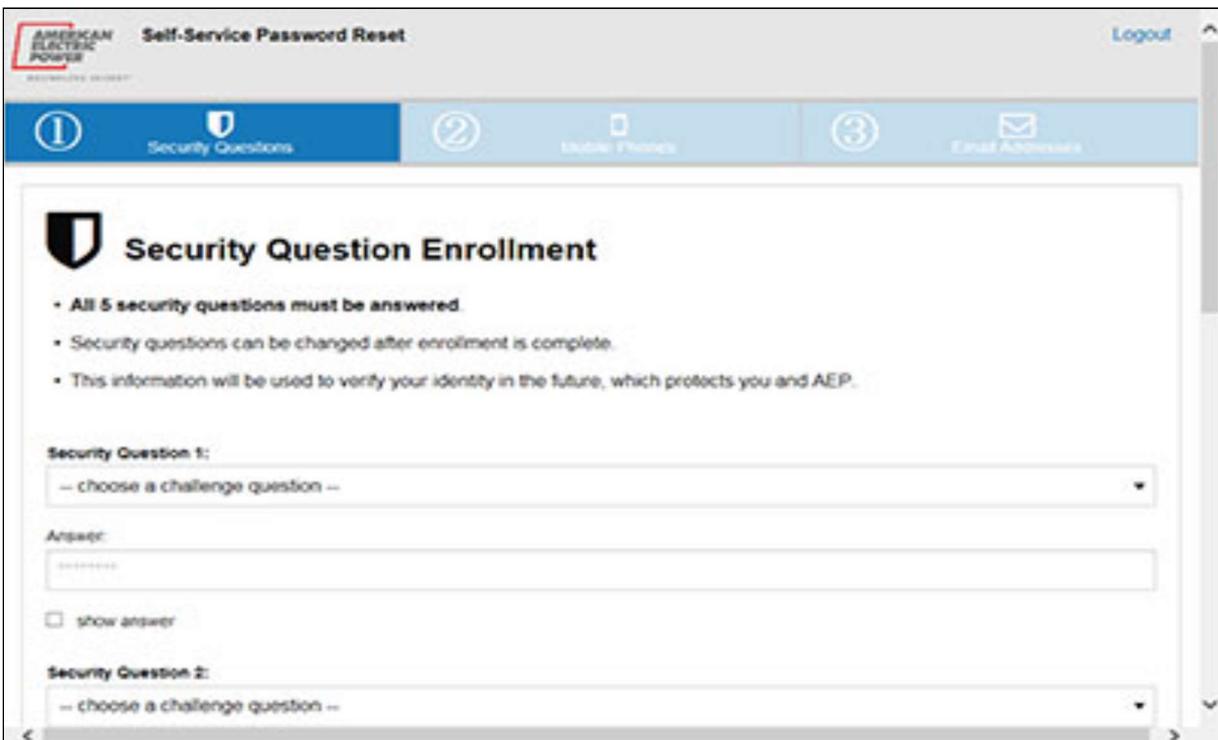
Note: That the temporary password contains an upper case letters and NO SPACES. Please enter this password exactly as shown. Click “Login”.

Note: The font in email may make it hard to determine character. Use copy and past function. If still not working, copy and paste into a word doc to alter the font. This may assist in revealing the correct characters provided.

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



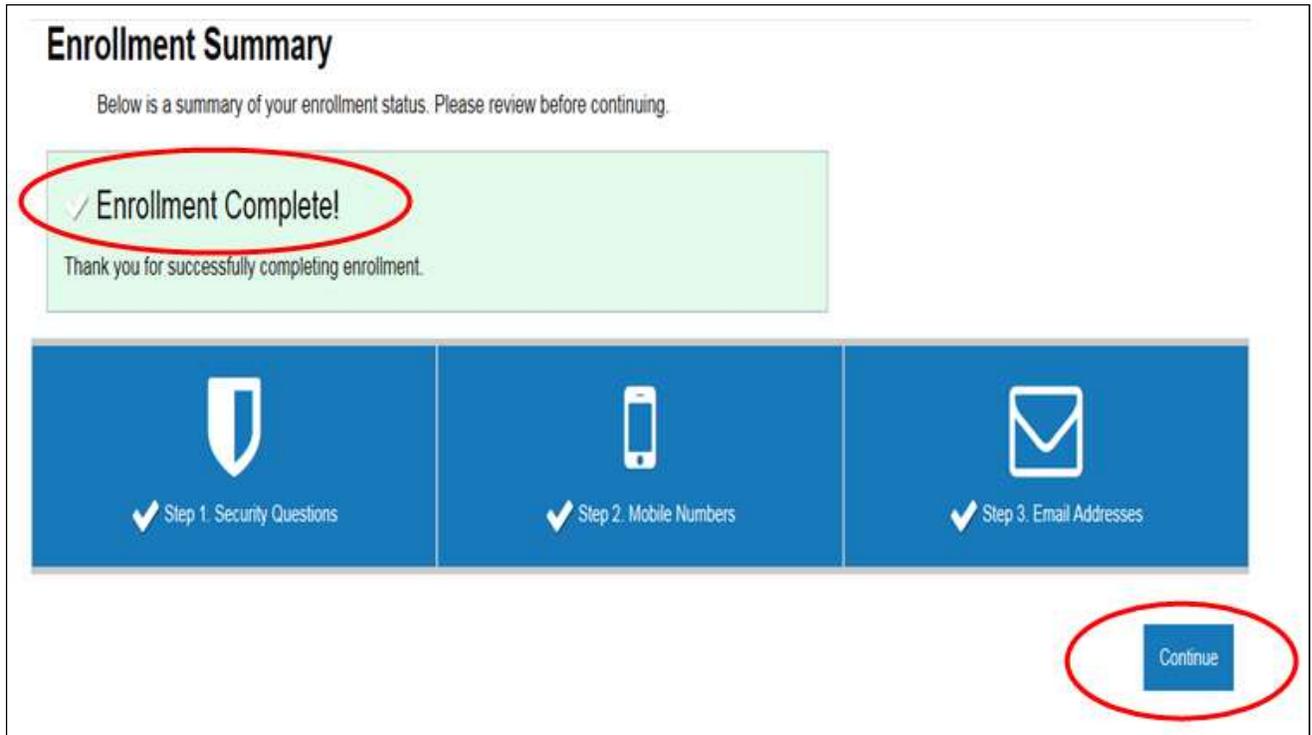
4. You will be prompted to answer 5 security questions as shown on the screen below:



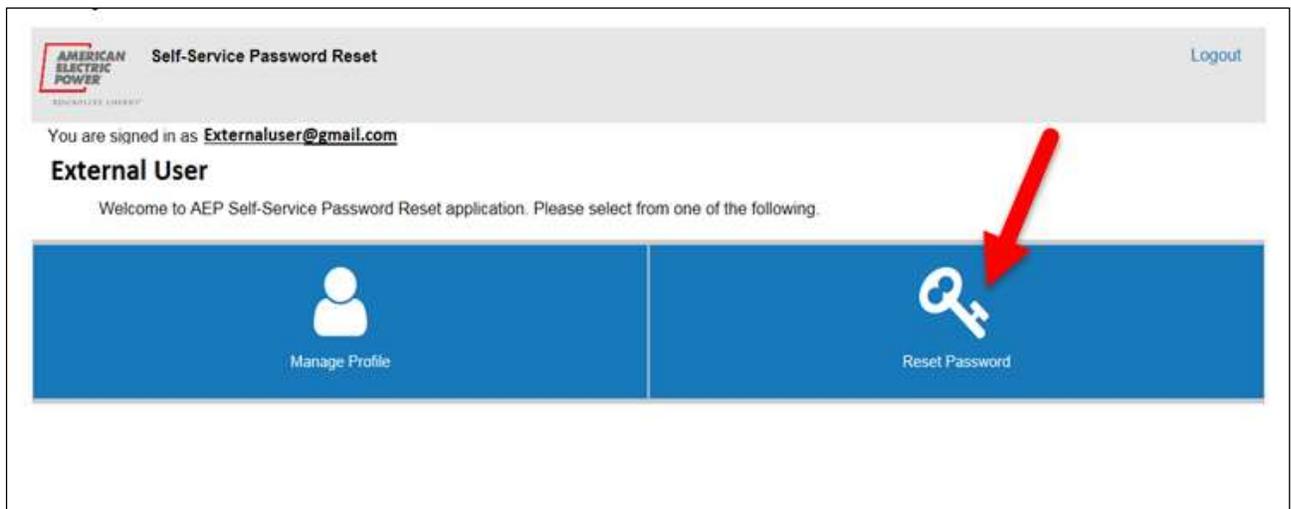
5. You will be prompted to add either an email address or a mobile phone number in order to receive a verification code either by email or text in order to continue with this iForgot registration process.

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 (U367J\$va) 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

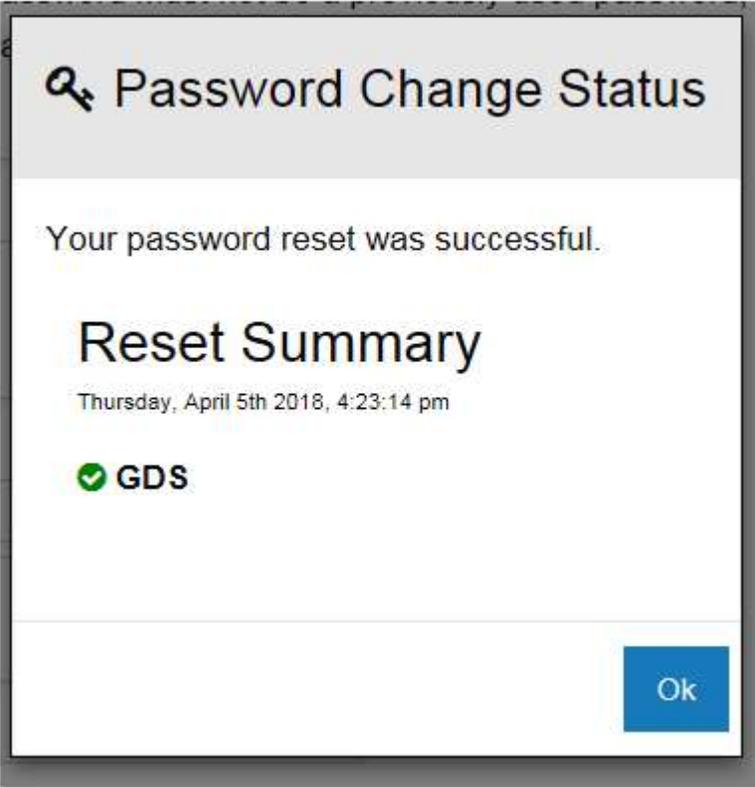
Password Strength:
 show password

Confirm New Password

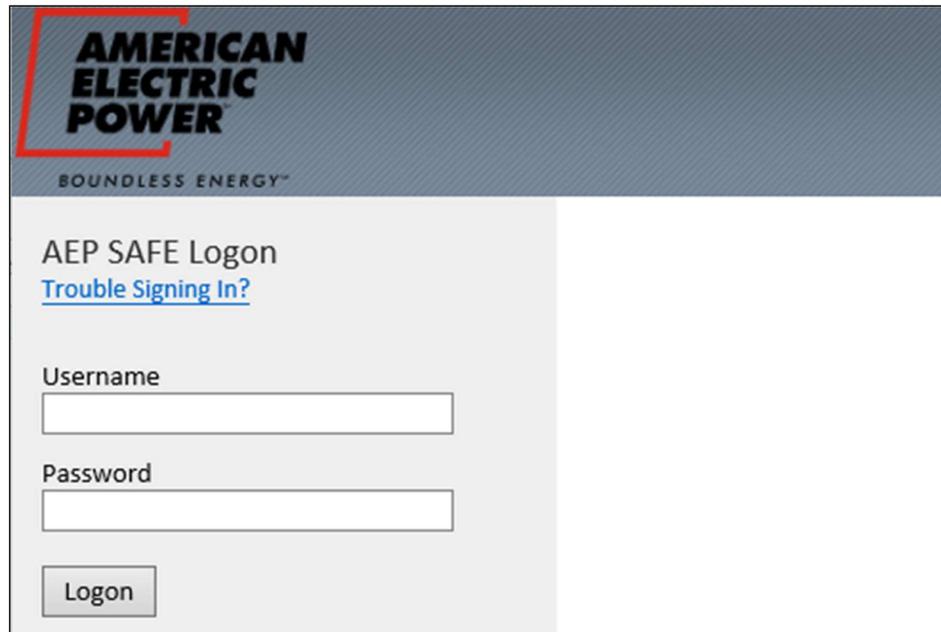
show password

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

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://bpp.aep.com/>.



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BOUNDLESS ENERGY™

AEP SAFE Logon
[Trouble Signing In?](#)

Username

Password

Logon

12. On the above BPP sign on screen, enter the **email address registered previously with AEP Ohio**, and your newly established **Password**. The CRES Provider selection should display. Click the home Icon to reach BPP Homepage or any Header Tab to begin navigating your session.