## 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

## New Account Email example:

New AEP Account		
An AEP enterprise user account has been created for you.		
Go to <u>iForgot</u> to accept your enterprise account invitation and create a permanent password.		
AEP iForgot Identity Solution Application: <u>https://iforgot.aep.com</u>		
Temporary iForgot Password: U3U67J\$&va		
Once your account has been registered with <u>iForgot</u> , contact your direct manager for instructions for accessing your AEP applications.		
iForgot Troubleshooting Tips:		
Initial Registration:		
<ul> <li>If you do not know your user name, contact your direct manager.</li> <li>If you are unable to log into iForgot with your temporary password, contact Jane Doe, <u>janedoe@company.com</u> or your primary AEP contact for assistance.</li> </ul>		
Password Management:		
You MUST register your account with <i>iForgot</i> before you can reset your password.		
If you have forgotten your password, use the "Trouble Signing In?" option in iForgot.		
<ul> <li>If you have forgotten the answers to your challenge questions, contact Jane Doe, janedoe@company.com or your primary AEP contact for further assistance.</li> </ul>		
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** or type the URL in your Internet Browser. The following screen should display:

🕞 💿 💌 https://iforgot.aep.com/ 🔎 ~ 🔒 🖒 🔎 Login   AEP Self-Service Pas ×	û ☆ @
File Edit View Favorites Tools Help ☆ Diggested Sites ▼ 🗿 Web Slice Gallery ▼	🟠 🔻 🔊 🔻 🖃 🚔 🕶 Page 🕶 Safety 🕶 Tools 🕶 🔞 🖛 🔊 🔊
AMERICAN ELECTRIC POWER ROUNDLESS ENERGY	
User Id	
Paceword	
Logīn	
Trouble Signing In?	
This system is for the use of AUTHORIZED USERS ONLY. Unauthorized users should not attempt to access thi system monitored and recorded by system personnel. Anyone using this system expressly consents to such mor activity, system personnel may provide the evidence of such act	is system. Individuals using this system are subject to having their activities on this nitoring and is advised that if such monitoring reveals possible evidence of criminal tivity 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: U367J\$va

**Note**: That the temporary password contains an upper case letters and NO SPACES. Please enter this password <u>exactly</u> 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:

MERICAN Self-Service Password Reset	Logo	ut -
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Coccarity Question Enronment		
<ul> <li>All 5 security questions must be answered.</li> </ul>		
<ul> <li>Security questions can be changed after enrollment is complete.</li> </ul>		
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<ul> <li>Security questions can be changed after enrolment is complete.</li> <li>This information will be used to verify your identity in the future, which protects you and AEP.</li> </ul>		
Security questions can be changed after enrolment is complete.     This information will be used to verify your identity in the future, which protects you and AEP.     Security Question 1:		
Security questions can be changed after enrotment is complete.     This information will be used to verify your identity in the future, which protects you and AEP.     Security Question 1:     – choose a challenge question		
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Security questions can be changed after enrotment is complete.     This information will be used to verify your identity in the future, which protects you and AEP.  Security Question 1:  - choose a challenge question  Answer:		
Security questions can be changed after enrotment is complete.     This information will be used to verify your identity in the future, which protects you and AEP.  Security Question 1:  - choose a challenge question  Answer  stow answer	-	
Security questions can be changed after enrotment is complete.     This information will be used to verify your identity in the future, which protects you and AEP.  Security Question 1:  - choose a challenge question  Arswer:  show answer  Security Question 2:		

5. You will 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.

Enrollment Summary		
Below is a summary of your enrollment status. P	lease review before continuing.	
Enrollment Complete!		
Thank you for successfully completing enroliment.		
	1	$\square$
Step 1 Security Questions	Step 2. Mobile Numbers	Step 3. Email Addresses
		Continue

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

AMERICAN BLACTRIC POWER	Logout
You are signed in as Externaluser@gmail.com	
External User	
Welcome to AEP Self-Service Password Reset application. Please select	from one of the following.
$\sim$	
Manage Profile	Reset Password

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		
I show password Please click here to see where your password will <b>not</b> 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: <u>https://bpp.aep.com/</u>.

AMERICAN ELECTRIC POWER 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.