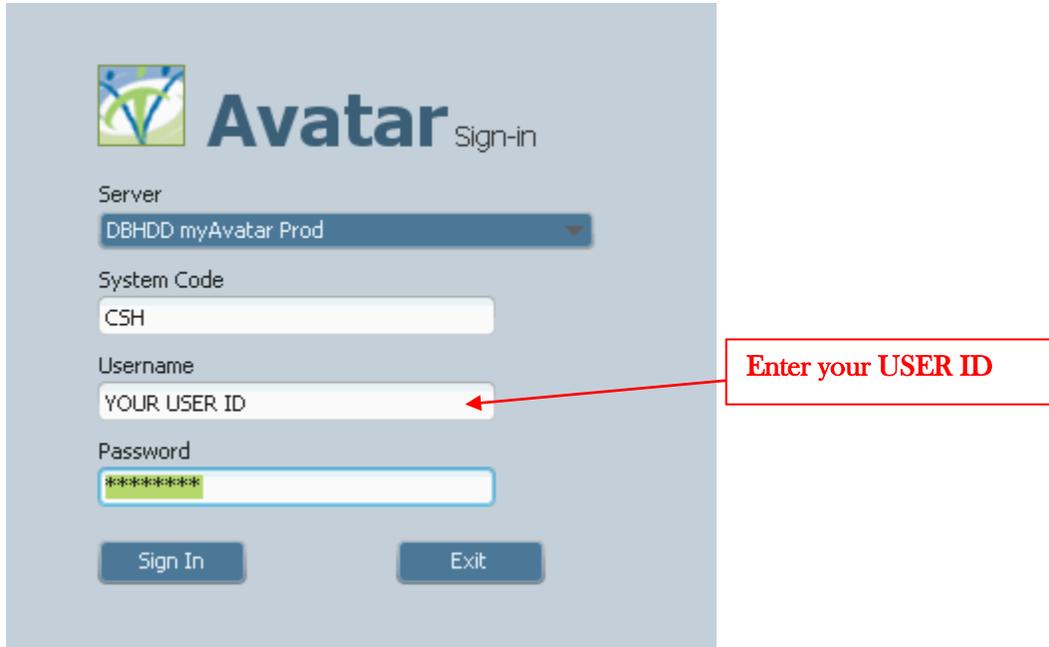


STEP BY STEP FOR AVATAR PASSWORD TO BE E-MAILED

Wrong Password Typed in.



The image shows the Avatar Sign-in interface. At the top left is the Avatar logo. To its right is the text "Avatar Sign-in". Below the logo is a "Server" dropdown menu with "DBHDD myAvatar Prod" selected. Underneath is a "System Code" text box containing "CSH". The "Username" text box contains "YOUR USER ID". A red arrow points from a red-bordered box containing the text "Enter your USER ID" to the Username text box. Below the Username field is a "Password" text box filled with asterisks. At the bottom are two buttons: "Sign In" and "Exit".

Click **Yes** - to answer question.

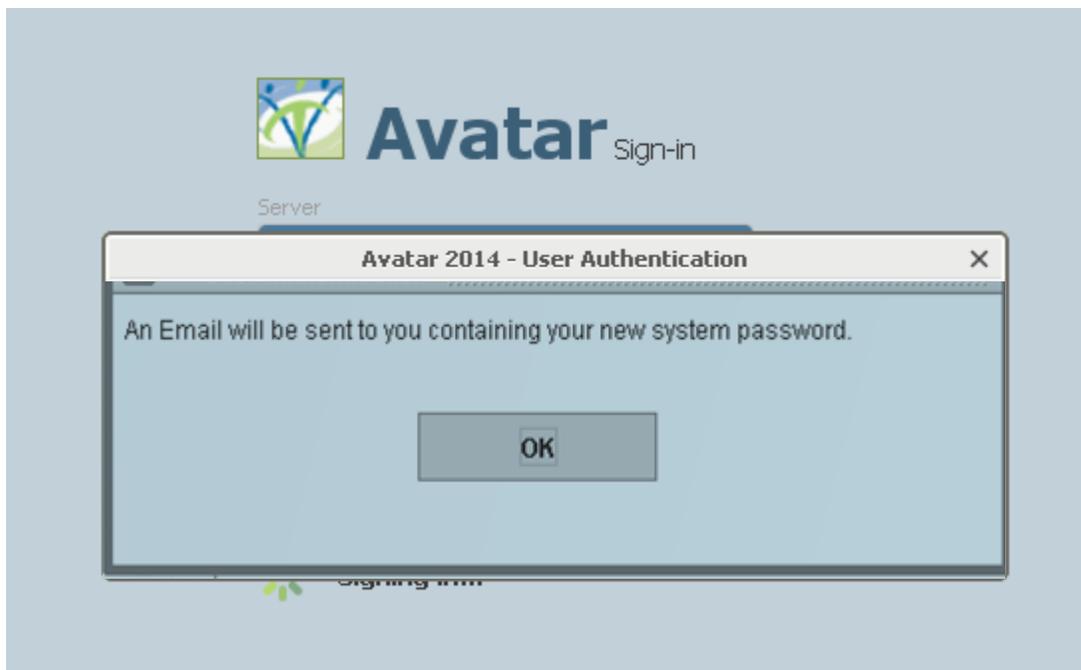


The image shows a dialog box titled "Avatar 2014 - User Authentication" with a close button (X) in the top right corner. The dialog box contains the text: "You have entered an invalid password. Do you wish to answer your failed authentication question?". Below the text are two buttons: "Yes" and "No". The background shows the Avatar Sign-in form from the previous image, partially obscured by the dialog box.

Type in Correct Answer in **ALL CAPS**.



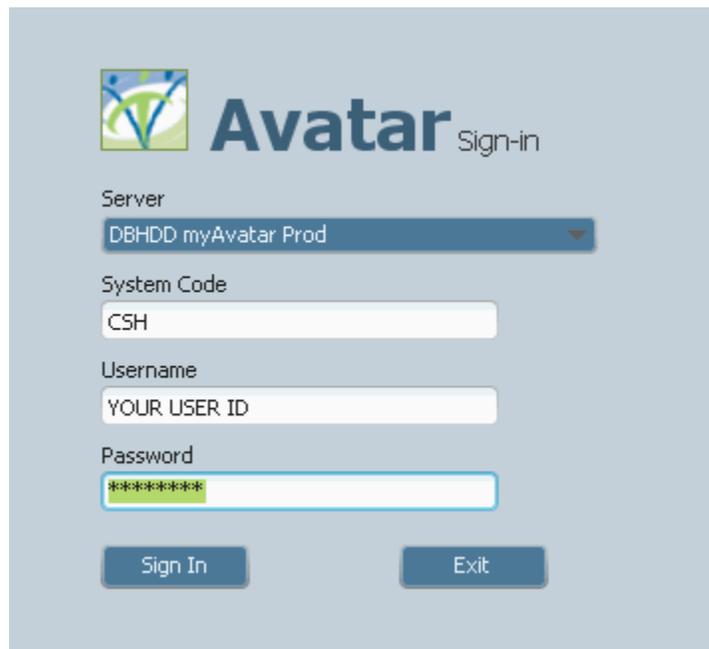
Message that a new password will be e-mailed to you - Check Outlook for e-mail.



Click OK – open Outlook – look for e-mail from plexuscloud@ntst.com (Subject: Notice of Change to Avatar Login Information) (it may take a few minutes for the e-mail to arrive)



Once you click on OK in the above picture, **Wait** until you get an e-mail with your new password, and then Enter the New Password.



The image shows the "Avatar Sign-in" login form. It features the Avatar logo and the text "Avatar Sign-in". The form includes the following fields and controls:

- Server:** A dropdown menu with "DBHDD myAvatar Prod" selected.
- System Code:** A text input field containing "CSH".
- Username:** A text input field containing "YOUR USER ID".
- Password:** A text input field containing "*****".
- Buttons:** "Sign In" and "Exit" buttons at the bottom.