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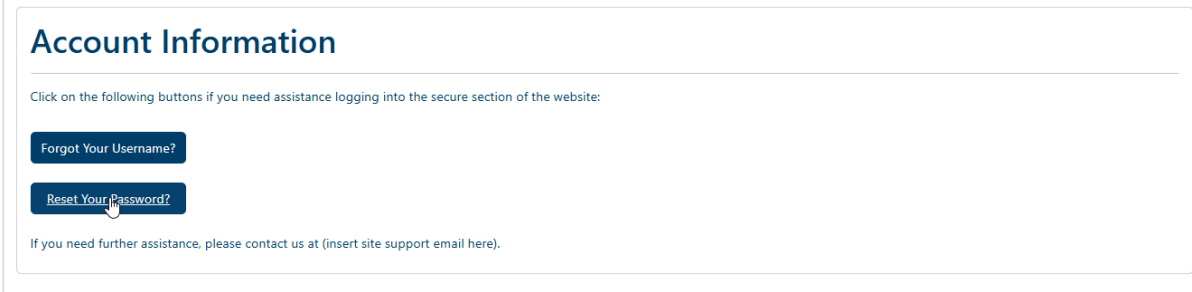
# Forgot Username or Password?

## Forgot Your Username?

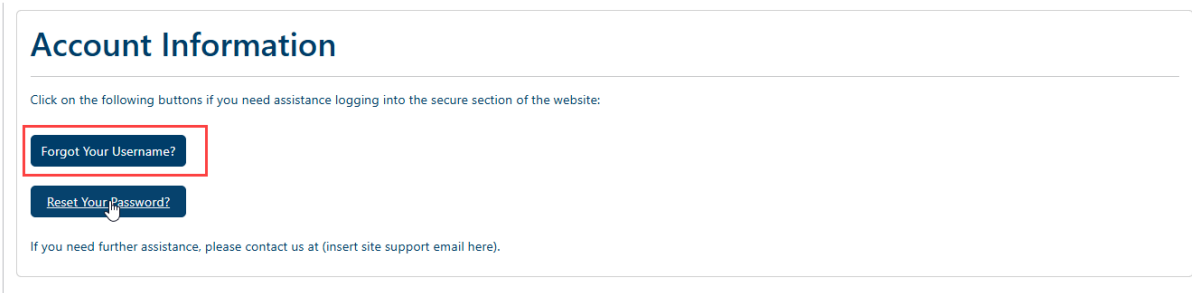
1. Click on 'Account Info' link from the public website



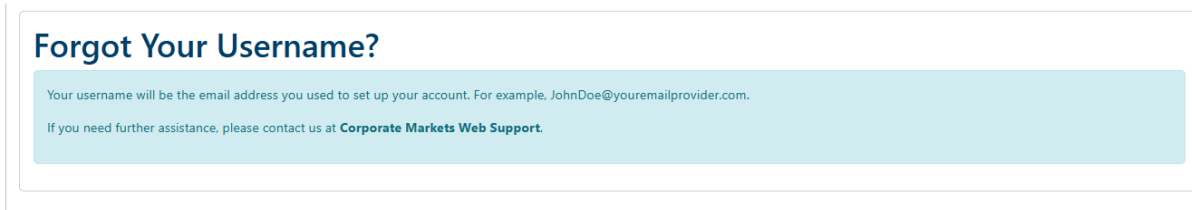
2. The following screen is displayed



3. Click on the 'Forgot Your Username?' button



4. The following screen will appear

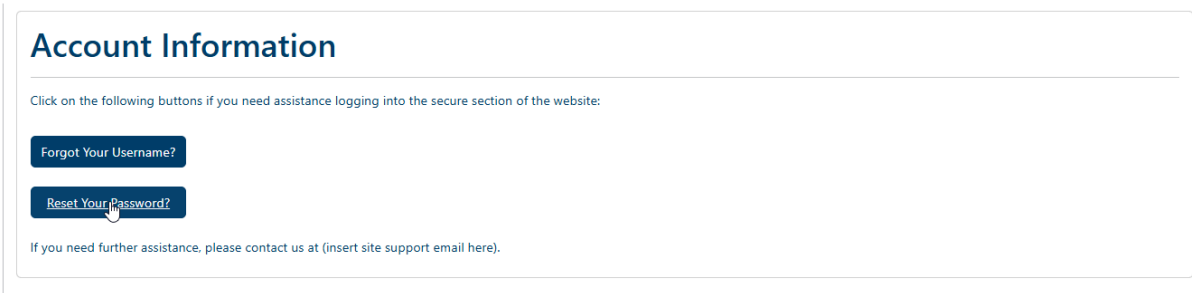


# Forgot your Password?

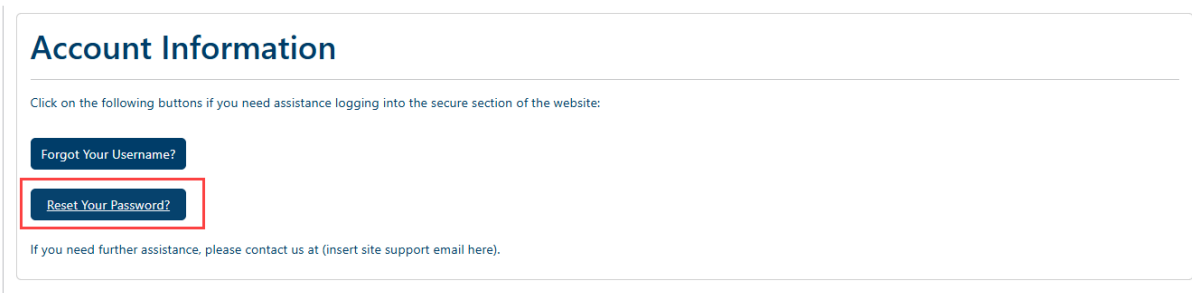
1. Click on 'Account Info' link from the public website



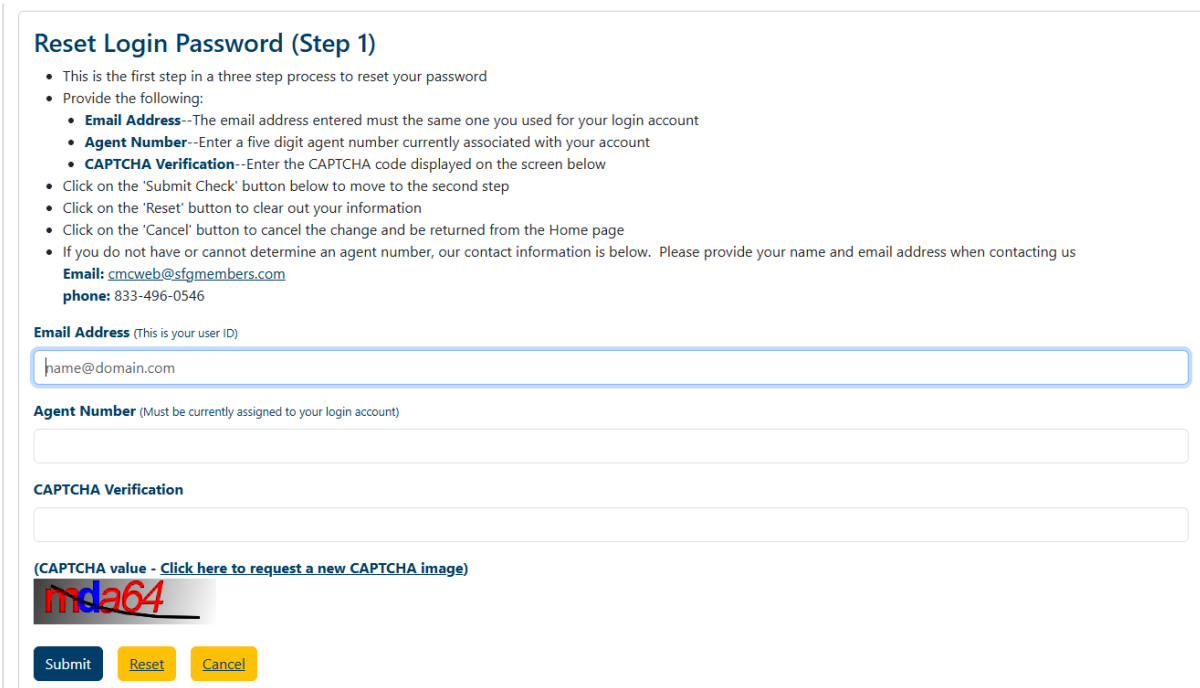
2. The following screen is displayed



3. Click on the 'Reset Your Password?' button



4. The following screen appears



5. Type in the following information

- **Email Address**--The email address entered must be the same one you used for your login account
- **Agent Number**--Enter a five digit agent number currently associated with your account
- **CAPTCHA Verification**--Enter the CAPTCHA code displayed on the screen below

**Reset Login Password (Step 1)**

- This is the first step in a three step process to reset your password
- Provide the following:
  - **Email Address**--The email address entered must be the same one you used for your login account
  - **Agent Number**--Enter a five digit agent number currently associated with your account
  - **CAPTCHA Verification**--Enter the CAPTCHA code displayed on the screen below
- Click on the 'Submit Check' button below to move to the second step
- Click on the 'Reset' button to clear out your information
- Click on the 'Cancel' button to cancel the change and be returned from the Home page
- If you do not have or cannot determine an agent number, our contact information is below. Please provide your name and email address when contacting us

**Email:** [cmcweb@sfgmembers.com](mailto:cmcweb@sfgmembers.com)  
**phone:** 833-496-0546

**Email Address** (This is your user ID)

Type in your email address here


**Agent Number** (Must be currently assigned to your login account)

Type in an agent number that is associated with your account

**CAPTCHA Verification**

Type in the CAPTCHA verification code on the screen

(CAPTCHA value - [Click here to request a new CAPTCHA image](#))



6. Click on the 'Submit' button

**Reset Login Password (Step 1)**

- This is the first step in a three step process to reset your password
- Provide the following:
  - **Email Address**--The email address entered must be the same one you used for your login account
  - **Agent Number**--Enter a five digit agent number currently associated with your account
  - **CAPTCHA Verification**--Enter the CAPTCHA code displayed on the screen below
- Click on the 'Submit Check' button below to move to the second step
- Click on the 'Reset' button to clear out your information
- Click on the 'Cancel' button to cancel the change and be returned from the Home page
- If you do not have or cannot determine an agent number, our contact information is below. Please provide your name and email address when contacting us


**Email:** [cmcweb@sfgmembers.com](mailto:cmcweb@sfgmembers.com)  
**phone:** 833-496-0546

**Email Address** (This is your user ID)

**Agent Number** (Must be currently assigned to your login account)

**CAPTCHA Verification**

(CAPTCHA value - [Click here to request a new CAPTCHA image](#))



Click on the 'Submit' button here

7. The following screen will be displayed

**Reset Login Password (Step 2)**

- This is the second step in a three step process to reset your password
- Below are one or more multi-authentication factor(s) you have assigned to your account
- Select the one that you want to use to obtain a verification code from. **NOTE:** This code will be needed in order to reset your password on the next page
- Click on the 'Continue' button below to move to the third step

Select how to obtain the verification code

<see screenshots below>

Continue

The verification process shown can be any one of the following methods:

*Goggle Authenticator—Enter a single-use code from the mobile app*

**Reset Login Password (Step 2)**

- Below are one or more multi-authentication factor(s) you have assigned to your account
- Select the one that you want to use to obtain a verification code from.
- This code will be needed in order to reset your password on the next page.

Select how to obtain the verification code

Use token from GOOGLE

Continue

*Phone (SMS) Authentication—Enter a single-use code sent to your mobile phone*

**Reset Login Password (Step 2)**

- This is the second step in a three step process to reset your password
- Below are one or more multi-authentication factor(s) you have assigned to your account
- Select the one that you want to use to obtain a verification code from. **NOTE:** This code will be needed in order to reset your password on the next page
- Click on the 'Continue' button below to move to the third step

Select how to obtain the verification code

Text (###)###-3738

Continue

*Phone (Voice Call) Authentication—Use a phone to authenticate by following voice instructions*

**Reset Login Password (Step 2)**

- This is the second step in a three step process to reset your password
- Below are one or more multi-authentication factor(s) you have assigned to your account
- Select the one that you want to use to obtain a verification code from. **NOTE:** This code will be needed in order to reset your password on the next page
- Click on the 'Continue' button below to move to the third step

Select how to obtain the verification code

Call (###)###-3738

Continue

8. Click on the 'Continue' button

## 9. The following screen displays

### Reset Login Password (Step 3)

- This is the final step in a three step process to reset your password
- Please enter the verification code you obtained from the method you selected on the previous page. If you are unable to obtain a code, please contact us  
Email: [cm-prt@sfgmembers.com](mailto:cm-prt@sfgmembers.com)  
Phone: 1-833-496-0546
- Your new password must meet the following requirements:
  - Password must be a minimum of 8 characters in length.
  - Password must contain at least 1 lowercase letter(s).
  - Password must contain at least 1 uppercase letter(s).
  - Password must contain at least 1 digit(s).
  - Only the following special characters are allowed: @,!,\$,\*,.,()
  - Password must not contain any part of your username (ex. if username is 'Smith@domain.com' then password cannot contain 'smith' or 'domain')
  - Password must not contain your first or last name.
- Click on the 'Change Password' button below to complete the password reset process

#### Verification Code

#### New Password (See above for requirements)

#### Re-enter New Password

[Change Password](#)

- a. Type in your verification code
- b. Type in your new password (must be entered twice), which must follow the password requirements shown on the screen.
- c. Click on the 'Change Password' button at the bottom of the screen

## 10. The following is displayed

### Password Changed

Your password has been successfully changed. Click [here](#) to return to the Pension Home Page.

## 11. Click on the word 'here' to return to the Home page

12. To clear out the previous information, click on the 'Reset' button

### Reset Login Password (Step 1)


- This is the first step in a three step process to reset your password
- Provide the following:
  - Email Address**--The email address entered must be the same one you used for your login account
  - Agent Number**--Enter a five digit agent number currently associated with your account
  - CAPTCHA Verification**--Enter the CAPTCHA code displayed on the screen below
- Click on the 'Submit Check' button below to move to the second step
- Click on the 'Reset' button to clear out your information
- Click on the 'Cancel' button to cancel the change and be returned from the Home page
- If you do not have or cannot determine an agent number, our contact information is below. Please provide your name and email address when contacting us  
**Email:** [cmcweb@sfgmembers.com](mailto:cmcweb@sfgmembers.com)  
**phone:** 833-496-0546

**Email Address** (This is your user ID)

**Agent Number** (Must be currently assigned to your login account)

**CAPTCHA Verification**

(CAPTCHA value - [Click here to request a new CAPTCHA image](#))



Click on the 'Reset' button here

Submit Reset Cancel

13. To cancel re-setting your password and be returned to the Home page, click on the 'Cancel' button

### Reset Login Password (Step 1)


- This is the first step in a three step process to reset your password
- Provide the following:
  - Email Address**--The email address entered must be the same one you used for your login account
  - Agent Number**--Enter a five digit agent number currently associated with your account
  - CAPTCHA Verification**--Enter the CAPTCHA code displayed on the screen below
- Click on the 'Submit Check' button below to move to the second step
- Click on the 'Reset' button to clear out your information
- Click on the 'Cancel' button to cancel the change and be returned from the Home page
- If you do not have or cannot determine an agent number, our contact information is below. Please provide your name and email address when contacting us  
**Email:** [cmcweb@sfgmembers.com](mailto:cmcweb@sfgmembers.com)  
**phone:** 833-496-0546

**Email Address** (This is your user ID)

**Agent Number** (Must be currently assigned to your login account)

**CAPTCHA Verification**

(CAPTCHA value - [Click here to request a new CAPTCHA image](#))



Click on the 'Cancel' button here

Submit Reset Cancel