Transcript of video

[Background music]

[**On screen:** Title appears on the screen: ‘CARE Services Help: Change your Password.]

You can change your CARE Financial Services password if needed.

[**On screen: :** CARE Financial Services landing screen page appears.]

It's a quick and simple process.

[**On screen:** A cursor moves to the top of the CARE Finanical Services screen and then quickly changes to the log in screen. Emails details are entered into the email box.]

To begin, log into your CARE Financial Services account.

[**On screen:** Password details are entered into the password box, submit is selected, and a CARE Services screen appears. A user profile name is now displayed at the top of the screen. Cursor moves to the name and the drop down menu appears]

To change your password, click on your profile name.

[**On screen:** ‘Update Account’ is selected from the drop down menu.]

Next, click update account.

[**On screen:** The ‘Update Account Details’ screen appears with two buttons: Change profile details and change password. Change password is selected]

You have two choices on the update account page. Click change password.

[**On screen:** The ‘Change Password’ screen appears. This page displays the fields to enter the current and new passwords and displays the NTG password policy on the right side of the screen. The current password is recorded in the ‘your current password’ box]

First, enter the password you want to change.

[**On screen:** Password policy information on the right side of the screen is highlighted]

Then enter your new password. Your password needs to follow the NTG secure password policy.

[**On screen:** The new password box shows a password being entered. The 12 character requirements is ticked in the Password policy list]

You must use at least 12 characters.

[**On screen:** The uppercase letter requirement is ticked in the Password policy list]

One letter should be uppercase.

[**On screen:** The number requirement is ticked in the Password policy list]’

One needs to be a number.

[**On screen:** The cursor moves to the confirm password box and enters the password again. Special characters including an exclamation mark, a hashtag, a dollar sign, a percentage symbol and an ampersand are displayed at the bottom of the screen]

You will need to use one of these special characters.

[**On screen:** The ‘Confirm password’ box is completed]

This must be a password you have not used before.

[**On screen:** The Finish button under the confirm password box is clicked.]

Click finish to complete the process

[**On screen:** The Update Account details page is displayed]

Your password has been changed. Log in as usual using your new password.

[Background music begins]

[**On screen:** The CARE Services Help and NTG branding appears.]