

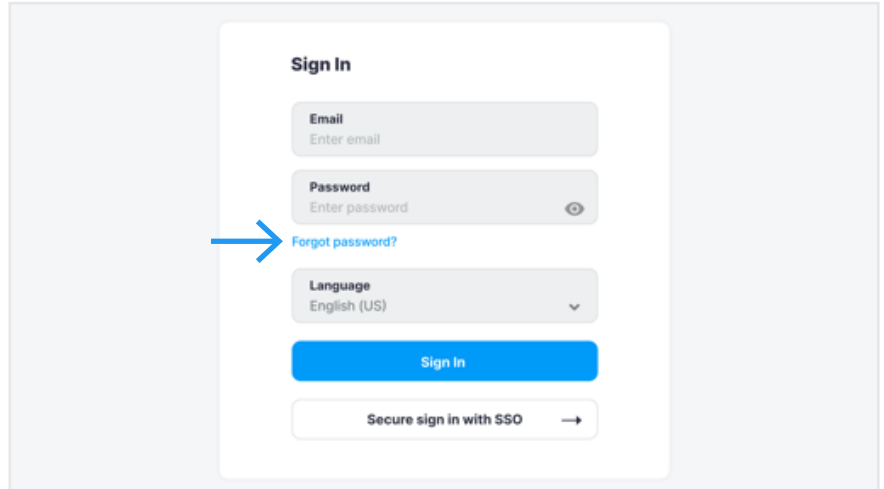
Reset Password

1

Request New Password

1. Open the MySOZO sign in screen at <https://mysozo.com>
2. Select "Forgot Password"

Please note: Only Google Chrome, Mozilla Firefox, and Edge Chromium are the supported browsers for MySOZO.



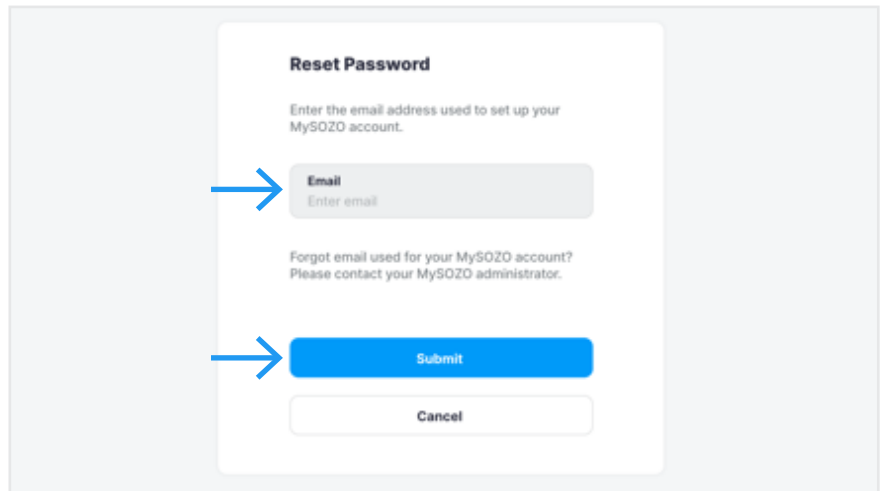
The screenshot shows the 'Sign In' form with the following elements:

- Sign In** header
- Email** field: Enter email
- Password** field: Enter password (with an eye icon for visibility)
- Forgot password?** link: A blue arrow points to this link.
- Language** dropdown: English (US)
- Sign In** button
- Secure sign in with SSO** button with a right arrow

2

Enter Email Address

1. Enter your email address in the Email field
2. Select "Submit"



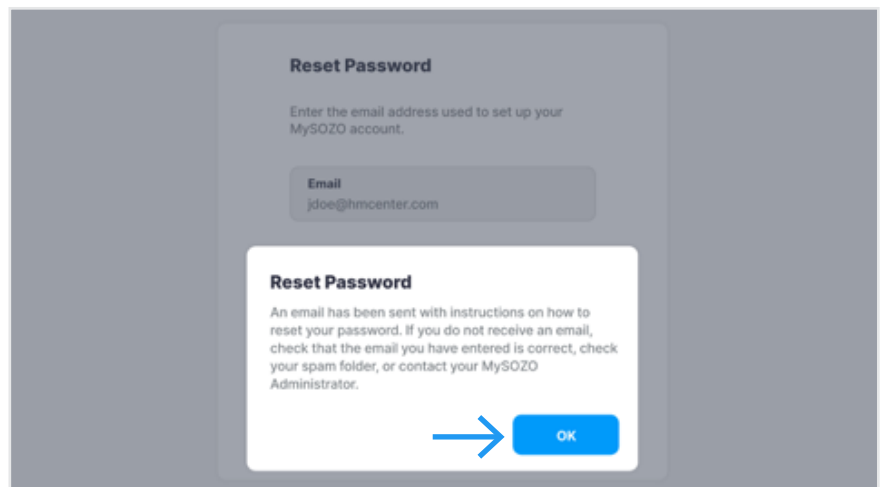
The screenshot shows the 'Reset Password' form with the following elements:

- Reset Password** header
- Instruction: Enter the email address used to set up your MySOZO account.
- Email** field: Enter email. A blue arrow points to this field.
- Text: Forgot email used for your MySOZO account? Please contact your MySOZO administrator.
- Submit** button: A blue arrow points to this button.
- Cancel** button

3

Reset Confirmation

1. You will see a notification confirming you want to reset your password, select "OK"



The screenshot shows the 'Reset Password' confirmation screen with the following elements:

- Reset Password** header
- Instruction: Enter the email address used to set up your MySOZO account.
- Email** field: jdoe@hmcenr.com
- Reset Password** section: An email has been sent with instructions on how to reset your password. If you do not receive an email, check that the email you have entered is correct, check your spam folder, or contact your MySOZO Administrator.
- OK** button: A blue arrow points to this button.

MYSOZO CLINICIAN

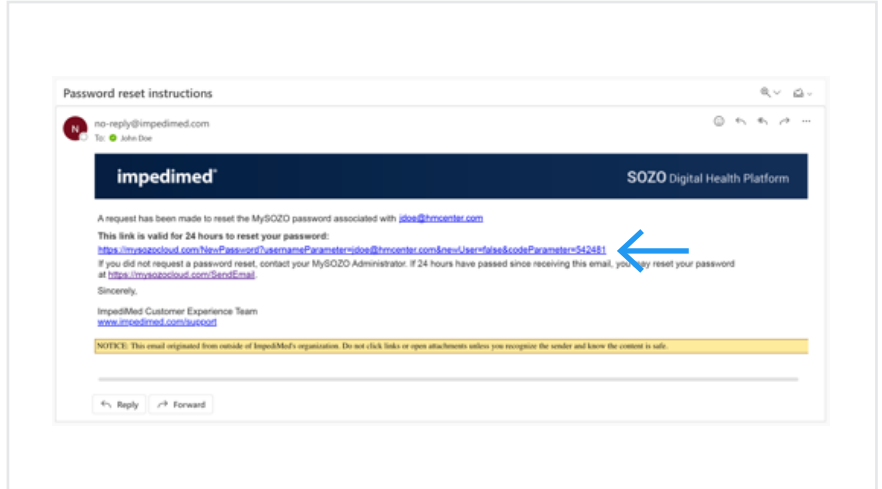
Reset Password

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Password Reset Email

1. Open the Password Reset email from no-reply@impedimed.com
2. Copy the link in the email

Please note: The link works for 24 hours. If more than 24 hours passed since you received the email, navigate to www.mysozo.com and select "Forgot Password" on the SOZO login screen.

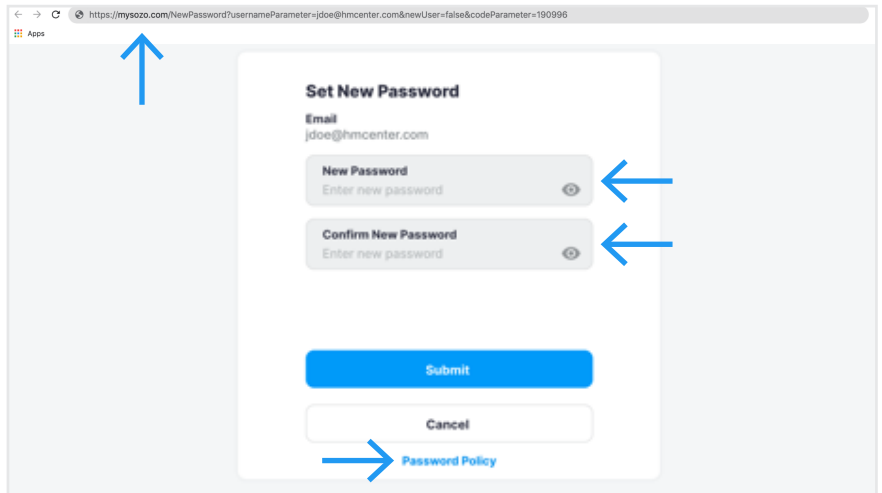


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Set New Password

1. Open your internet browser
2. Paste the link into the address bar and select enter
3. You will see the MySOZO Set New Password screen
4. Enter your new password in the New Password field
5. Reenter your new password in the Confirm New Password field
6. Select "Submit"

Please note: Hover over Password Policy to see the password guidelines.

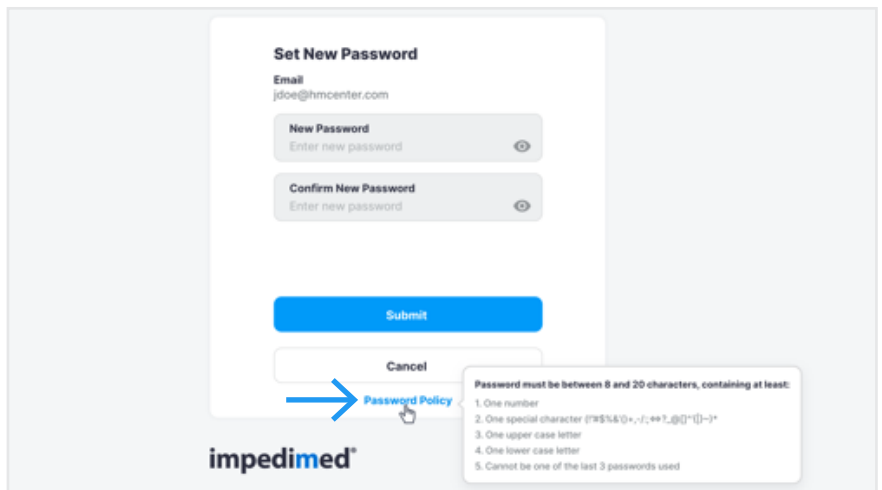


PASSWORD POLICY

Password must be between 8 and 20 characters, containing at least:

1. One number
2. One special character
(!"#\$%&'()+,-/;<=>?_@[]^`{|}~)*
3. One upper case letter
4. One lower case letter
5. Cannot be one of the last 3 passwords used

Tip: Selecting a special character on the main screen of the tablet keyboard makes it easier to sign in to the SOZOapp. Examples include !, &, and *.

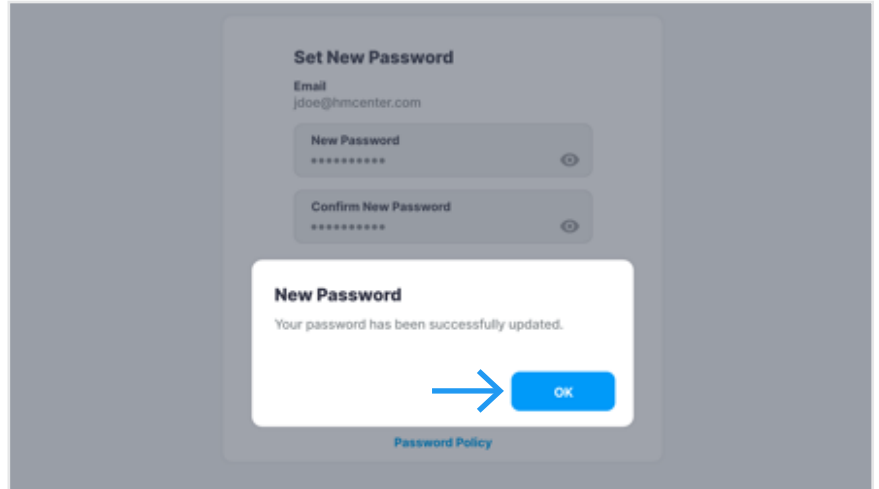


Reset Password

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Password Confirmation

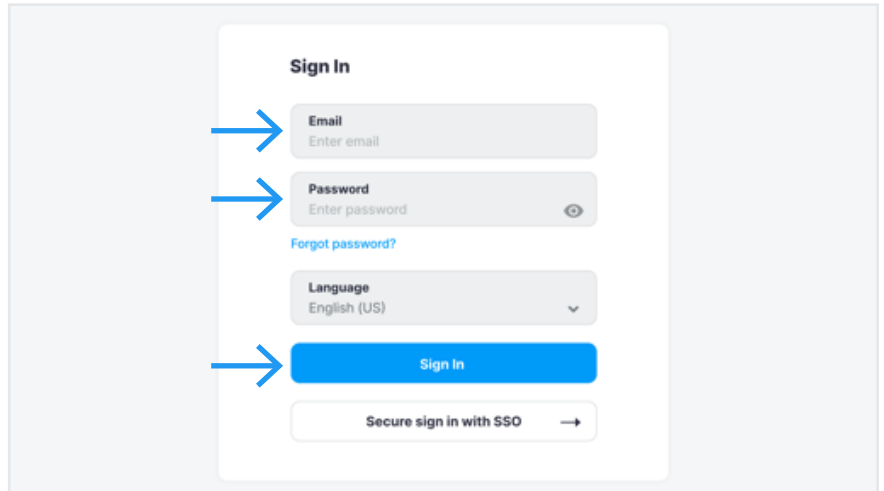
1. Select "OK"



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Sign in to MySOZO

1. Enter your email address in the Email field
2. Enter your new password in the Password field
3. Select "Sign In"



Please note: Only Google Chrome, Mozilla Firefox, and Edge Chromium are the supported browsers for MySOZO.