



Resetting Your Password in PPL@Home

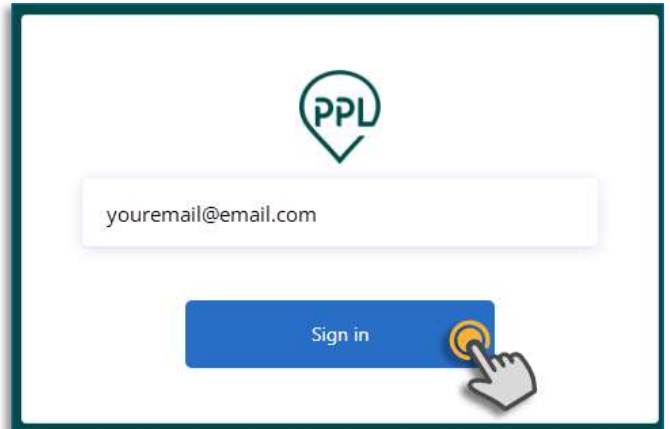
Walk-Me Guide | California SDP



If you forget your password or need to reset it for any reason, PPL@Home makes it easy to do.

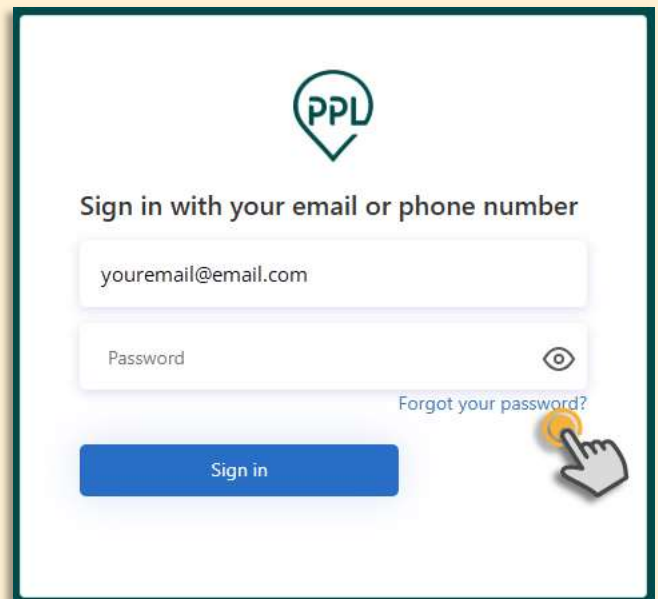
1

Begin logging into PPL@Home. First enter your email address. Then click the **blue 'Sign In' button**.



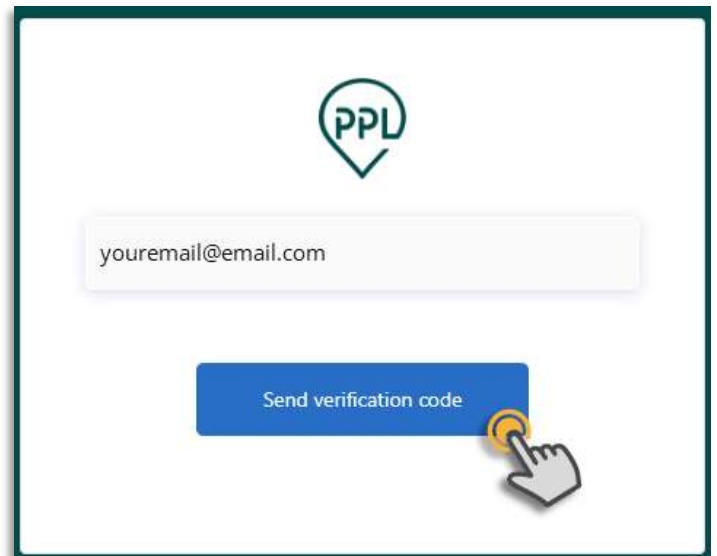
2

From the next screen, click **Forgot your password** under the Password field.



3

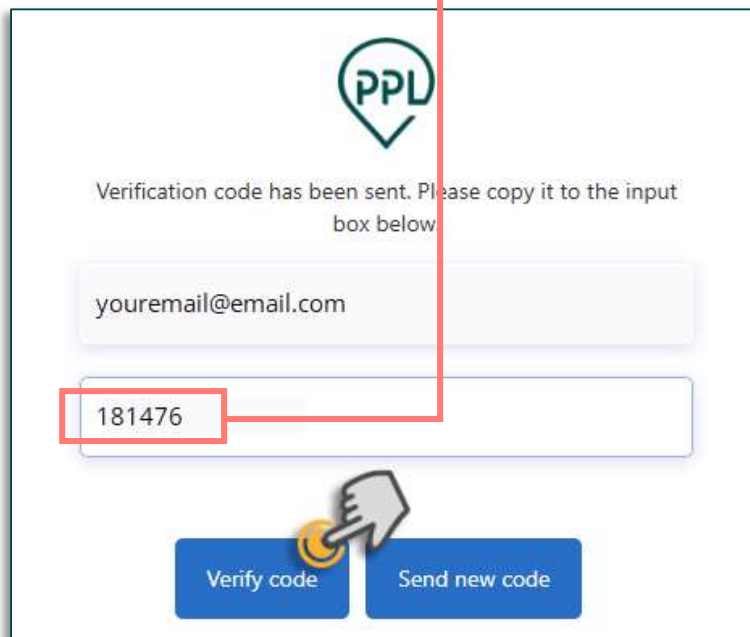
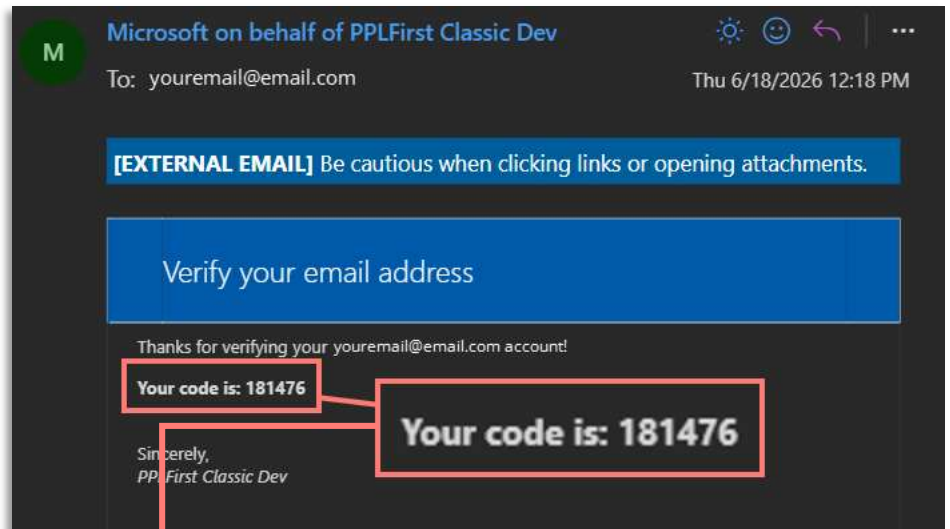
Click the blue **'Send verification code'** button. This will send a one time, 6-digit passcode to your email address.



If you don't see this email, check your Spam folder. Email links will not work while the email is in the Spam folder. Mark the email address as safe and move the email to your main inbox.

4

Enter the 6-digit code from the verification email into the Verification code field, then click the **blue 'Verify code'**.



If you take too long to enter the code after it has been received, it will time out and you will need to click the **'Send new code' button** to send a new code.

5

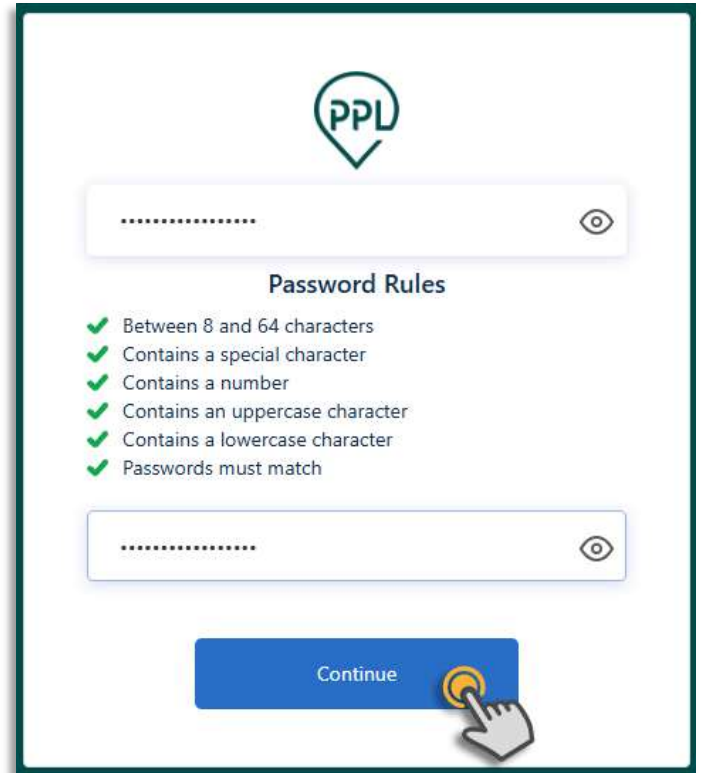
If the code is accepted, you can create your new password.

The password must meet **all five criteria. It must:**

- Be between 8 and 64 characters
- Contain a special character
- Contain a number
- Contain an uppercase letter
- Contain a lowercase letter

Enter your password in the 'New Password' field, and again in the 'Confirm New Password' field.

Then click the **blue 'Continue' button**



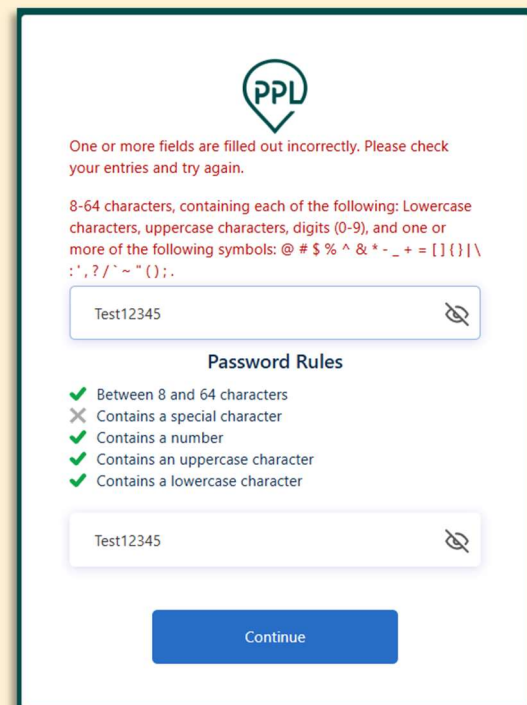
The screenshot shows the PPL password creation interface. At the top is the PPL logo. Below it are two password input fields, both currently empty and masked with dots. To the right of each field is an eye icon for toggling visibility. Below the fields is a 'Continue' button. A hand cursor is shown clicking the button. In the center, a 'Password Rules' section lists five criteria, each with a green checkmark: 'Between 8 and 64 characters', 'Contains a special character', 'Contains a number', 'Contains an uppercase character', and 'Passwords must match'.

SECURITY TIP. The strongest and most secure passwords avoid common words or phrases, repeating numbers, and names.

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If the password you chose is valid and matches what you entered into the 'Confirm New Password' field, you will be immediately logged into PPL@Home.

If there is an issue with the password, you will be prompted to try again.



The screenshot shows the PPL password creation interface with an error. At the top is the PPL logo. Below it is a red error message: 'One or more fields are filled out incorrectly. Please check your entries and try again.' Below the message is a list of password requirements: '8-64 characters, containing each of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # \$ % ^ & * _ + = [] { } \ : ; , ? / ~ ` () ; .'. Below this are two password input fields, both containing the text 'Test12345'. To the right of each field is an eye icon. Below the fields is a 'Continue' button. In the center, a 'Password Rules' section lists five criteria: 'Between 8 and 64 characters' (green checkmark), 'Contains a special character' (red X), 'Contains a number' (green checkmark), 'Contains an uppercase character' (green checkmark), and 'Contains a lowercase character' (green checkmark).

Call or email your Support Broker or Enrollment Specialist if you have any questions.



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