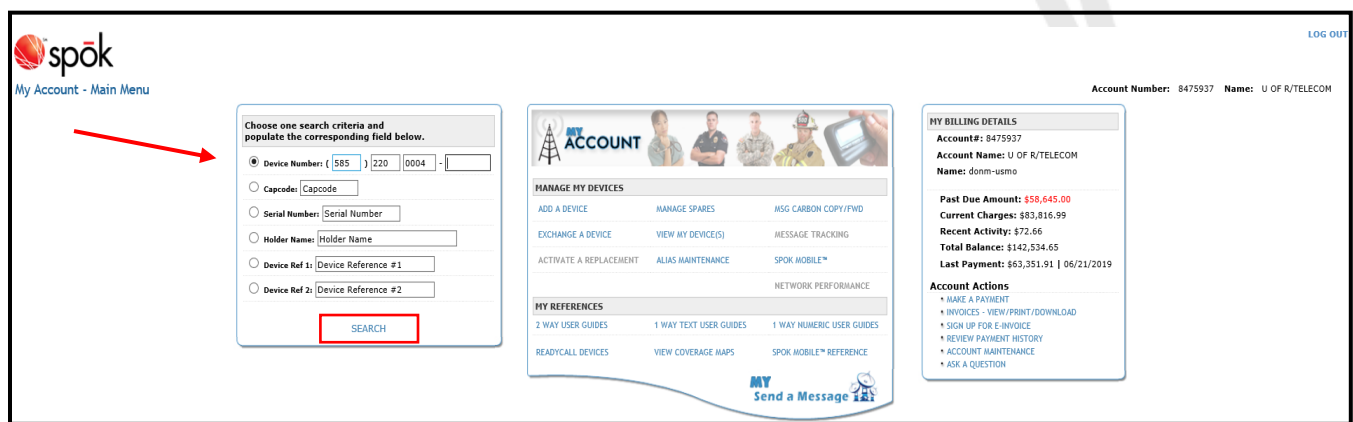


# ENCRYPTED PASSWORD RESET

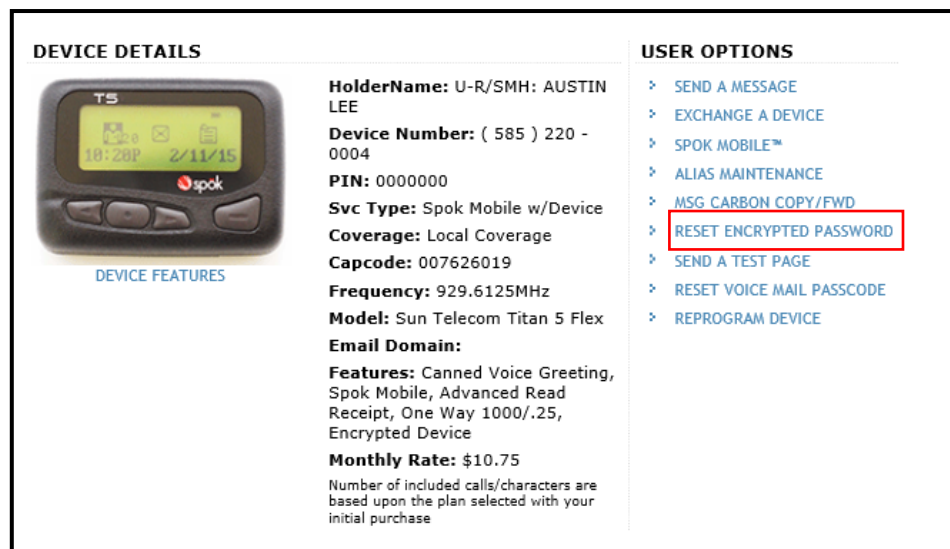


End users who lock their device in error or forget the password have the option to clear/reset the password via My Account.

Enter the affected device's pager number on the Main Menu screen and click SEARCH,



From the Device Detail screen, click RESET ENCRYPTED PASSWORD.



After clicking RESET ENCRYPTED PASSWORD, the following option will be displayed for your selection.

**Reset Encrypted Device Password**

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Please confirm request to reset encrypted device password

[CANCEL](#) | [CONFIRM](#)

Select CONFIRM to submit the reset password request. Once done, the following will display:

**RESET ENCRYPTION PASSWORD**

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- Your device encryption password was successfully reset.

[CLOSE](#)

Please allow three to five minutes for the reset to complete.