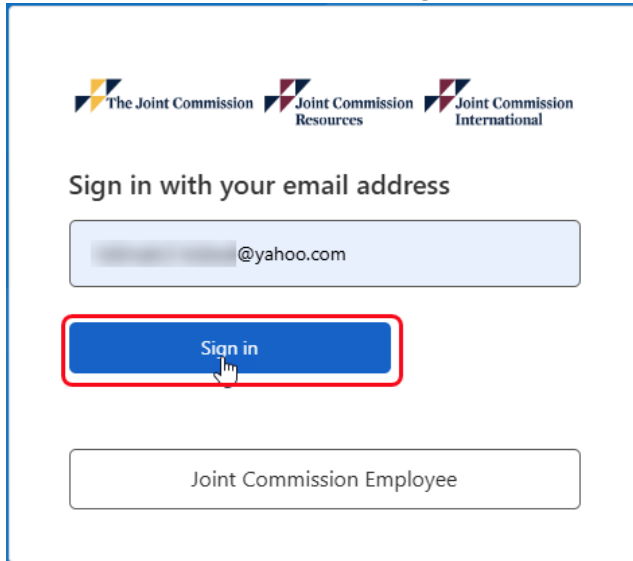


Forgot Password Flow

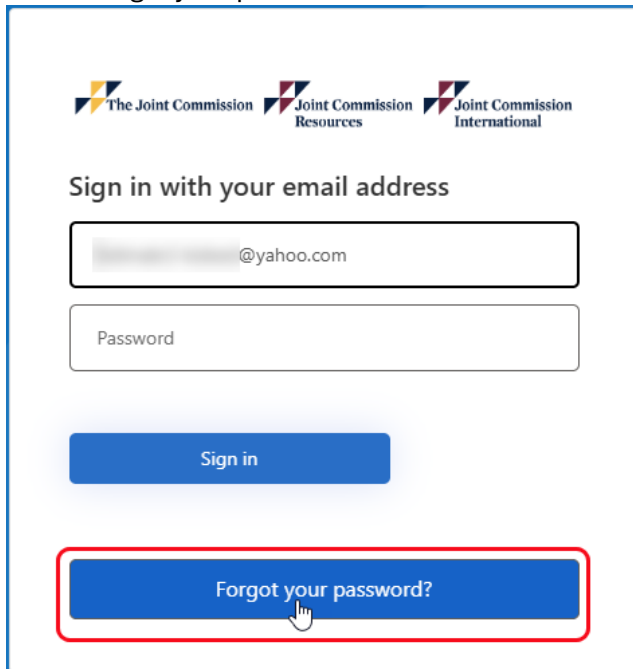
If you forgot your password, follow these steps to reset it.

1. Enter email address and click “Sign in.”



The screenshot shows the login interface for The Joint Commission. At the top, there are three logos: 'The Joint Commission', 'Joint Commission Resources', and 'Joint Commission International'. Below the logos is the heading 'Sign in with your email address'. There is a text input field containing a masked email address followed by '@yahoo.com'. Below the input field is a blue button labeled 'Sign in', which is highlighted with a red rectangular border and a mouse cursor. At the bottom, there is a white button labeled 'Joint Commission Employee'.




2. Click “Forgot your password?”



The screenshot shows the same login interface as the previous one. The heading 'Sign in with your email address' is present. Below it are two input fields: the first contains the same masked email address followed by '@yahoo.com', and the second is labeled 'Password'. Below the input fields is a blue button labeled 'Sign in'. At the bottom, there is a blue button labeled 'Forgot your password?', which is highlighted with a red rectangular border and a mouse cursor.

3. Enter the email address associated with the forgotten password. Click “Send verification code.”

< Cancel

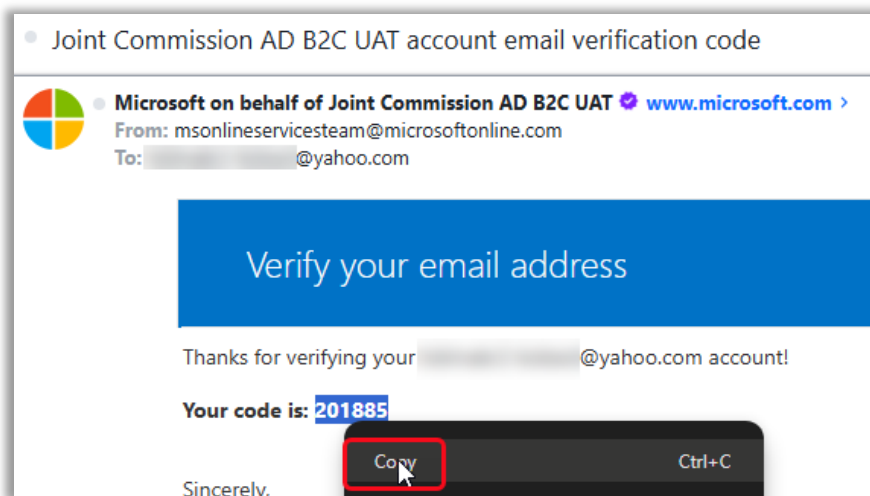
 The Joint Commission  Joint Commission Resources  Joint Commission International

Verification is necessary. Please enter your email address and click the Send button.

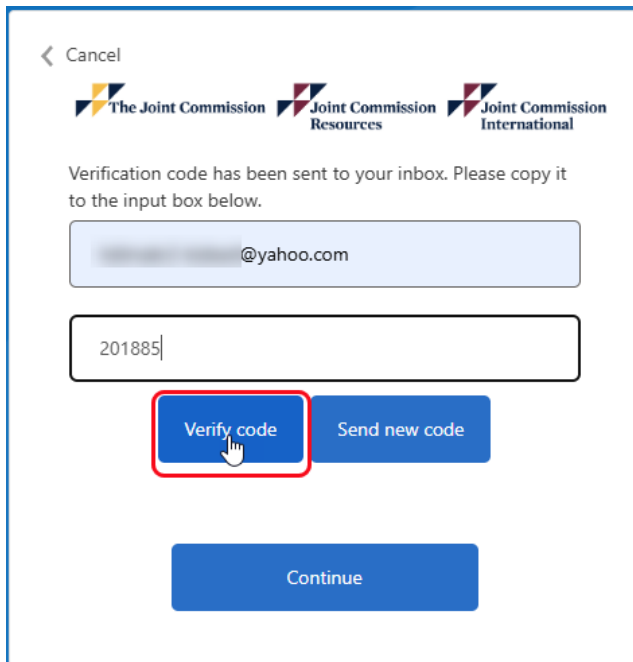
Send verification code

Continue

4. Open the verification email received and copy the verification code.

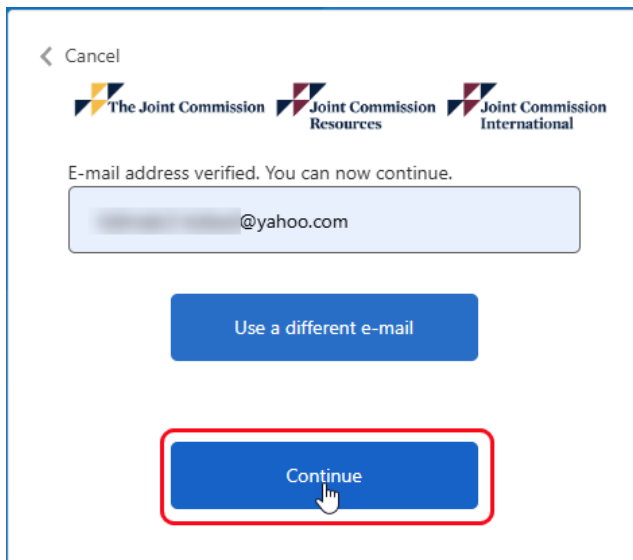


5. Paste or transcribe the code into the text box below the email address. Click “Verify code.”



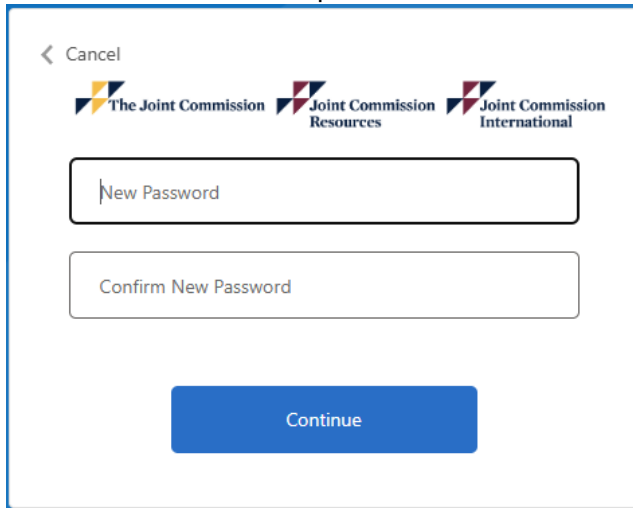
A screenshot of a mobile application interface for verification. At the top, there is a back arrow and the word "Cancel". Below this are three logos: "The Joint Commission", "Joint Commission Resources", and "Joint Commission International". The text "Verification code has been sent to your inbox. Please copy it to the input box below." is displayed. Below the text is a light blue input field containing a blurred email address followed by "@yahoo.com". Below the email field is a white input field containing the code "201885". Below the code field are two blue buttons: "Verify code" and "Send new code". The "Verify code" button is highlighted with a red rectangular border and a hand cursor icon. Below these buttons is a single blue button labeled "Continue".

6. Click “Continue.”

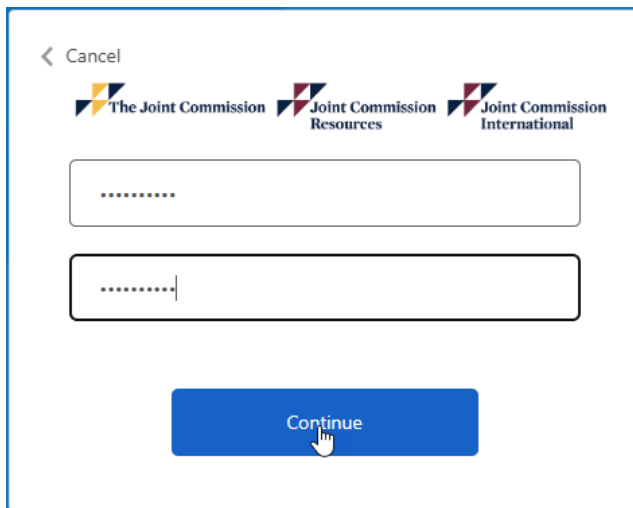


A screenshot of the same mobile application interface after successful verification. The text "E-mail address verified. You can now continue." is displayed above the email input field, which still contains the blurred address and "@yahoo.com". Below the email field is a blue button labeled "Use a different e-mail". At the bottom is a blue button labeled "Continue", which is highlighted with a red rectangular border and a hand cursor icon.

7. Enter and confirm a new password. Click “Continue.”

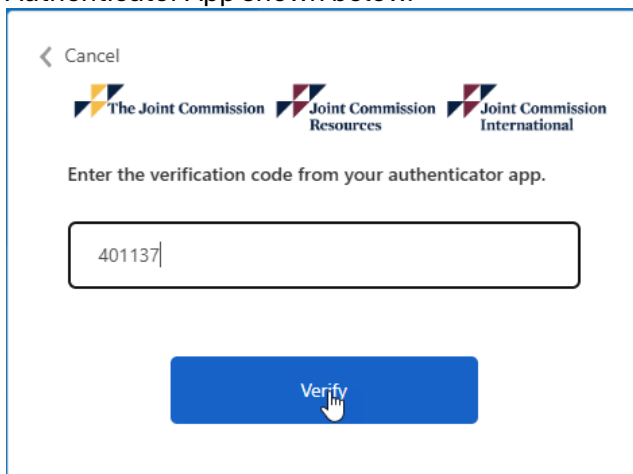


This screenshot shows a mobile application interface for creating a new password. At the top left is a back arrow and the word "Cancel". Below this are three logos: "The Joint Commission", "Joint Commission Resources", and "Joint Commission International". There are two text input fields: the first is labeled "New Password" and the second is labeled "Confirm New Password". At the bottom center is a blue button labeled "Continue".



This screenshot shows the same mobile application interface as the previous one, but with the password fields filled with dots. A hand cursor is pointing at the "Continue" button at the bottom center.

8. Complete your previously selected multifactor authentication (MFA) method. Note: Authenticator App shown below.



This screenshot shows the mobile application interface for multifactor authentication. It includes the same back arrow, "Cancel" text, and logos as the previous screens. Below the logos is the instruction "Enter the verification code from your authenticator app." There is a text input field containing the code "401137". At the bottom center is a blue button labeled "Verify" with a hand cursor pointing at it.

9. Enter the application.