

ScheduleShopper.Com - Recover Account or Change Password

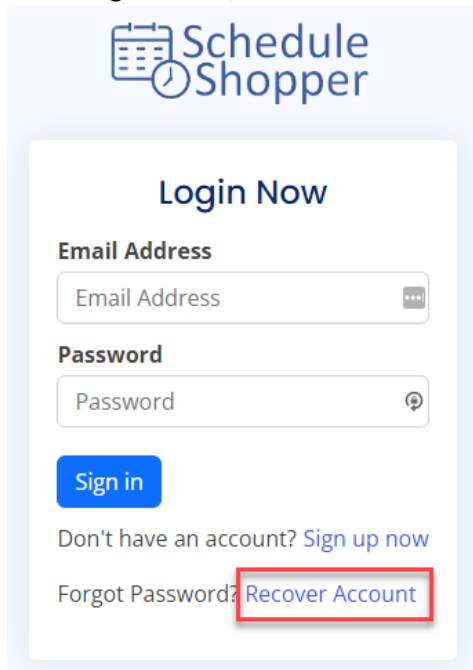
This procedure outlines how to Recover your account or Change Password for ScheduleShopper.com.

Your account is protected by Microsoft, a leading provider of protecting accounts from attackers.

Following this process will trigger an email to your account, from Microsoft, containing a code.

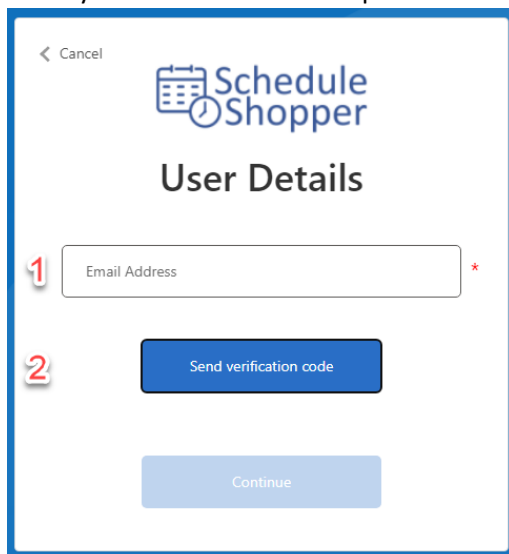
To protect your account, please keep this code confidential and do not share it with anyone.

1. At the login screen, click "Recover Account"



The screenshot shows the ScheduleShopper login interface. At the top is the logo. Below it is the heading "Login Now". There are two input fields: "Email Address" and "Password". Below the password field is a blue "Sign in" button. At the bottom, there are two links: "Don't have an account? Sign up now" and "Forgot Password? Recover Account". The "Recover Account" link is highlighted with a red rectangular box.

2. Enter your email address and press "Send Verification Code"



The screenshot shows the "User Details" screen. At the top left is a "Cancel" link. Below the logo is the heading "User Details". There is an "Email Address" input field with a red "1" next to it. Below the input field is a blue "Send verification code" button with a red "2" next to it. At the bottom is a light blue "Continue" button. A red asterisk is visible to the right of the email input field.

3. The verification code has been sent to your email account directly from Microsoft

IMPORTANT:

This code should never be shared.

Only you have access to this code.

If someone asks for this code, they are trying to compromise your account.

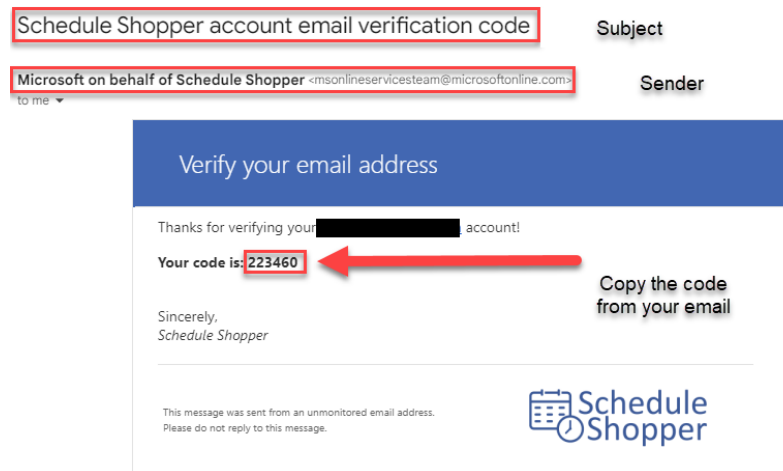
The email will have the following attributes:

Subject: Schedule Shopper account email verification code

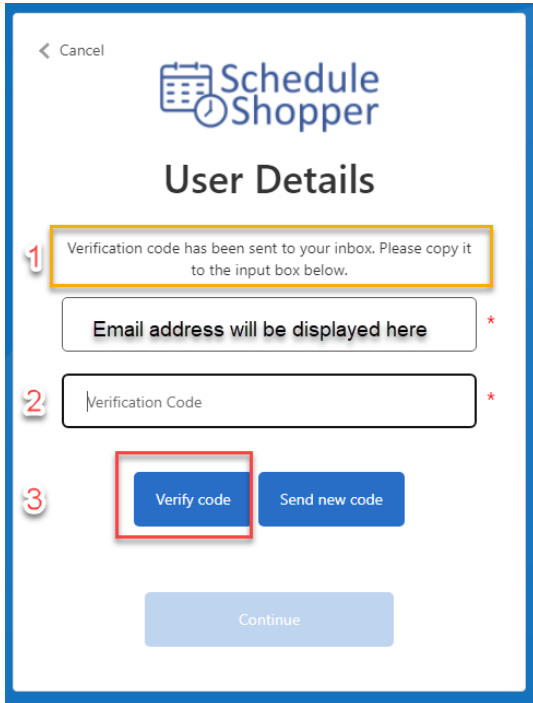
Sender: Microsoft on behalf of Schedule Shopper

Email Address: msonlineservicesteam@microsoftonline.com

Copy the code from the body of the email

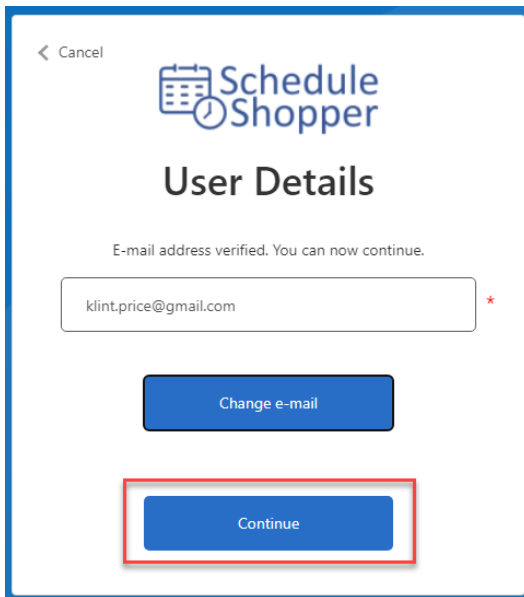


4. Paste/Enter the code in the 'verification code' field, and press 'Verify Code'



The screenshot shows the 'User Details' screen in the Schedule Shopper app. At the top, there is a 'Cancel' button and the app's logo. Below the logo, the title 'User Details' is displayed. A message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' Below this message is a text input field labeled 'Email address will be displayed here' with a red asterisk. Below the email field is a 'Verification Code' input field with a red asterisk. Below the verification code field are two buttons: 'Verify code' (highlighted with a red box) and 'Send new code'. At the bottom of the screen is a 'Continue' button.

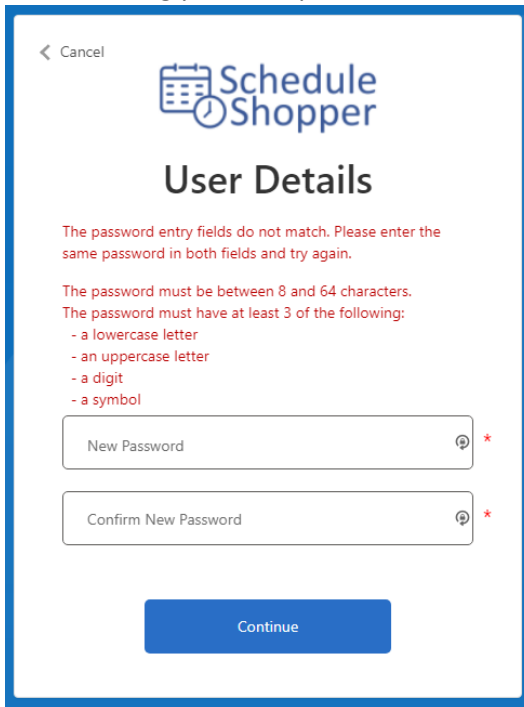
5. Microsoft will locate your account. If successful, you will be given the option to press "Continue"



The screenshot shows the 'User Details' screen in the Schedule Shopper app. At the top, there is a 'Cancel' button and the app's logo. Below the logo, the title 'User Details' is displayed. A message states: 'E-mail address verified. You can now continue.' Below this message is a text input field containing the email address 'klint.price@gmail.com' with a red asterisk. Below the email field is a 'Change e-mail' button. At the bottom of the screen is a 'Continue' button, which is highlighted with a red box.

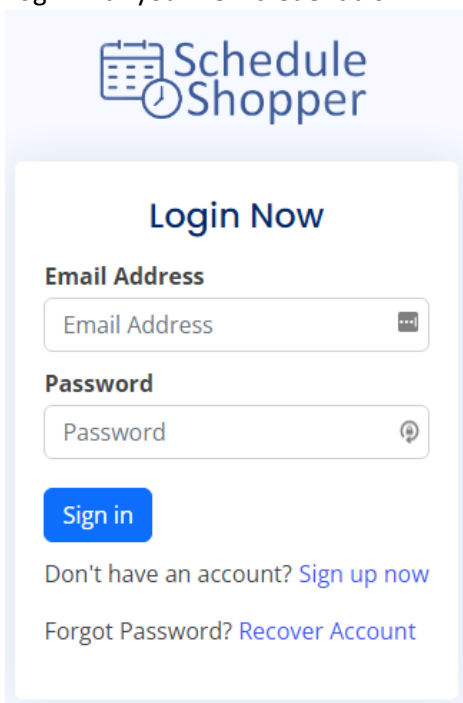
6. Create your new password and confirm your new password.
- Password must be between 8-64 characters
 - Password must have 3 of the following:
 - A lowercase letter
 - An upper case letter
 - A digit
 - A symbol

7. After entering your new password and confirmation, press “Continue”



The screenshot shows the 'User Details' screen of the 'Schedule Shopper' app. At the top left is a 'Cancel' button with a back arrow. The app logo is at the top center. Below the logo is the title 'User Details'. Two red error messages are displayed: 'The password entry fields do not match. Please enter the same password in both fields and try again.' and 'The password must be between 8 and 64 characters. The password must have at least 3 of the following: - a lowercase letter, - an uppercase letter, - a digit, - a symbol'. Below these are two input fields: 'New Password' and 'Confirm New Password', each with a password icon and a red asterisk. At the bottom is a blue 'Continue' button.

8. After your password has changed, you will be redirected back to the login screen.
9. Login with your new credentials



The screenshot shows the 'Login Now' screen of the 'Schedule Shopper' app. At the top is the app logo. Below it is the title 'Login Now'. There are two input fields: 'Email Address' and 'Password'. The 'Email Address' field has a text icon, and the 'Password' field has a password icon. Below the fields is a blue 'Sign in' button. At the bottom are two links: 'Don't have an account? Sign up now' and 'Forgot Password? Recover Account'.