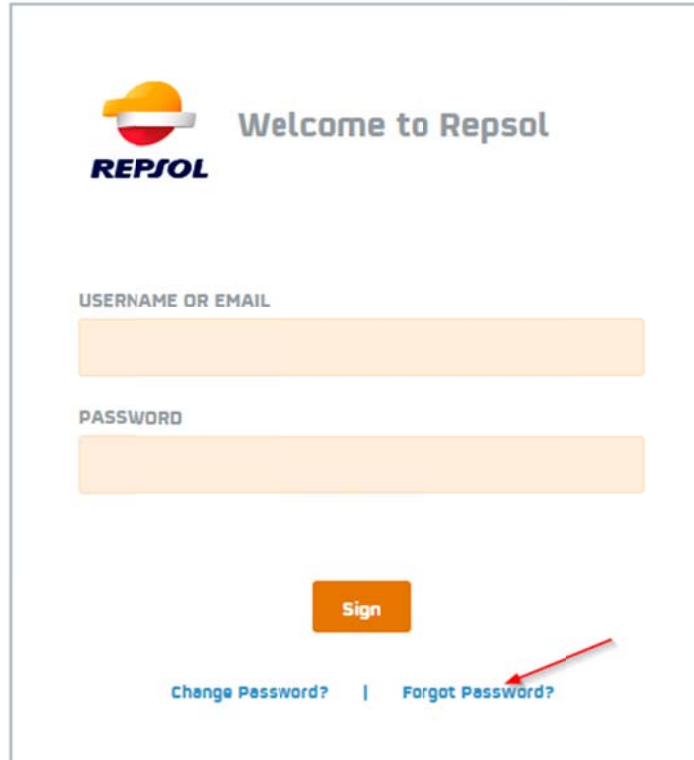


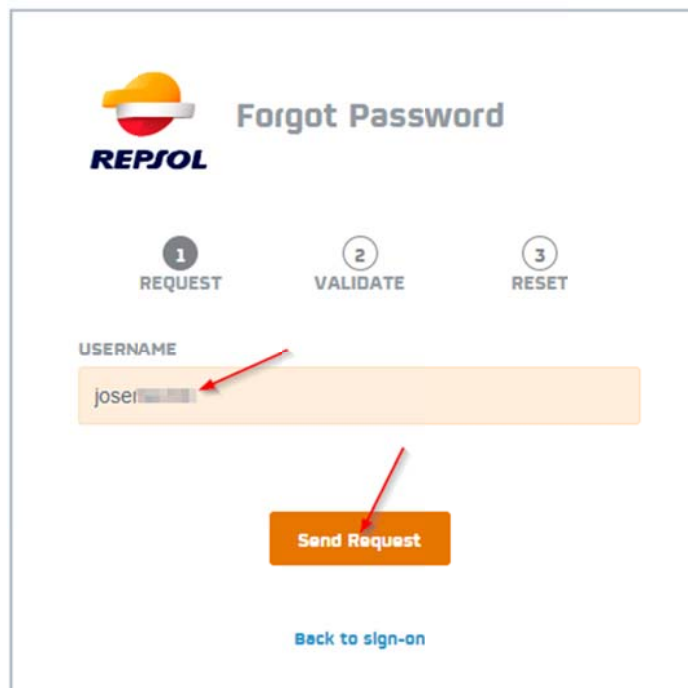
## How to reset your password?

1. When you access to the Providers portal, you must select the “Forgot Password?” link.



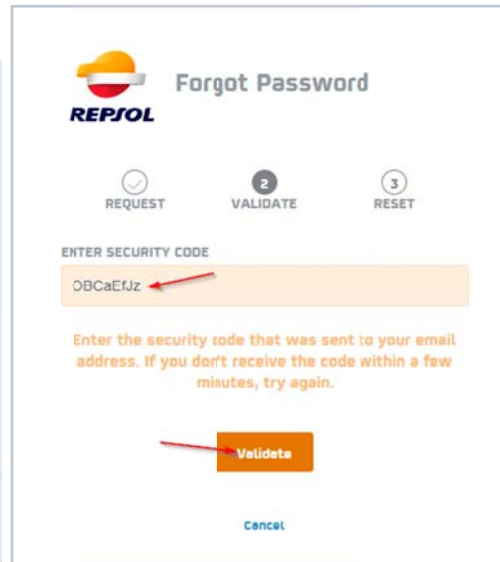
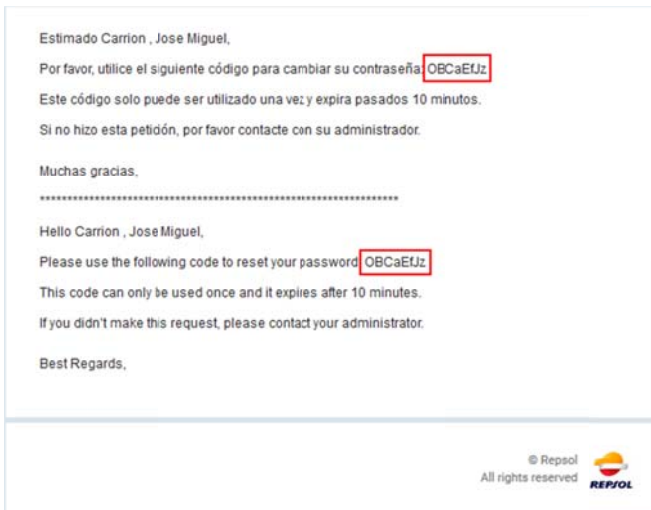
The screenshot shows the Repsol login page. At the top left is the Repsol logo. To its right, the text "Welcome to Repsol" is displayed. Below the logo and text are two input fields: "USERNAME OR EMAIL" and "PASSWORD". A "Sign" button is positioned below the password field. At the bottom of the page, there are two links: "Change Password?" and "Forgot Password?". A red arrow points to the "Forgot Password?" link.

2. In the next window, please insert your username and select “Reset”



The screenshot shows the "Forgot Password" page. At the top left is the Repsol logo. To its right, the text "Forgot Password" is displayed. Below the logo and text are three steps: "1 REQUEST", "2 VALIDATE", and "3 RESET". Below the steps is a "USERNAME" input field containing the text "joser". A "Send Request" button is positioned below the input field. At the bottom of the page, there is a link "Back to sign-on". Two red arrows point to the "Send Request" button and the "USERNAME" input field.

- In the following screen, you must insert the code that you have received in your mailbox and click on "Validate". **This code is valid only for 10 minutes**, if this code expires, you will need to start again with a new request to obtain a new code in your mailbox.



- If the code is valid, then in the next screen, you must set your new password twice and click on "Reset". If the process has finished successfully, then the system will inform you with the message "Your password has been reset. Please use your new password to sign on again."

