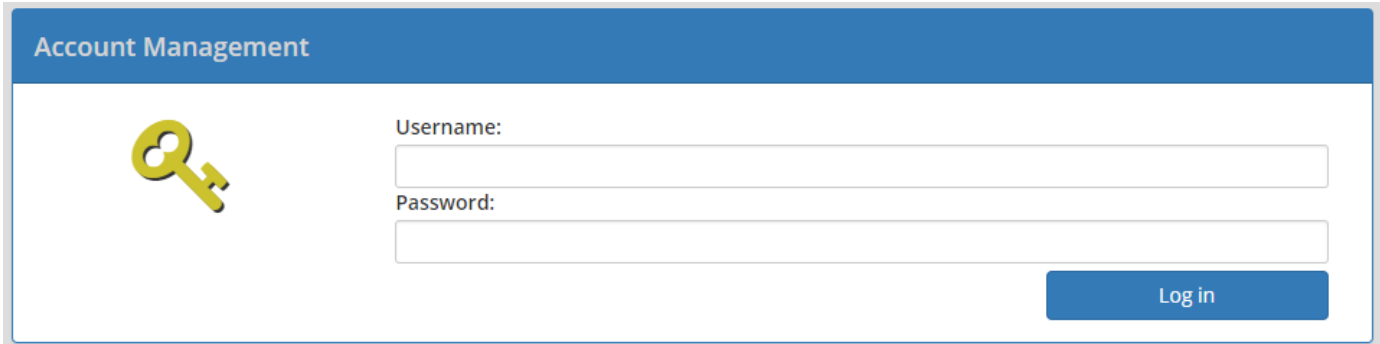


The following guide will explain how to reset the password for an Airosurf.com email account. There are two parts to this guide:


1. Security Data Setup (must be done prior to Password Reset)
2. Password Reset Instructions

## Security Data Setup

1. Visit the following link to begin: <https://myapplicationportal.com/security/>
2. You will be presented with the following Log in page:



Account Management

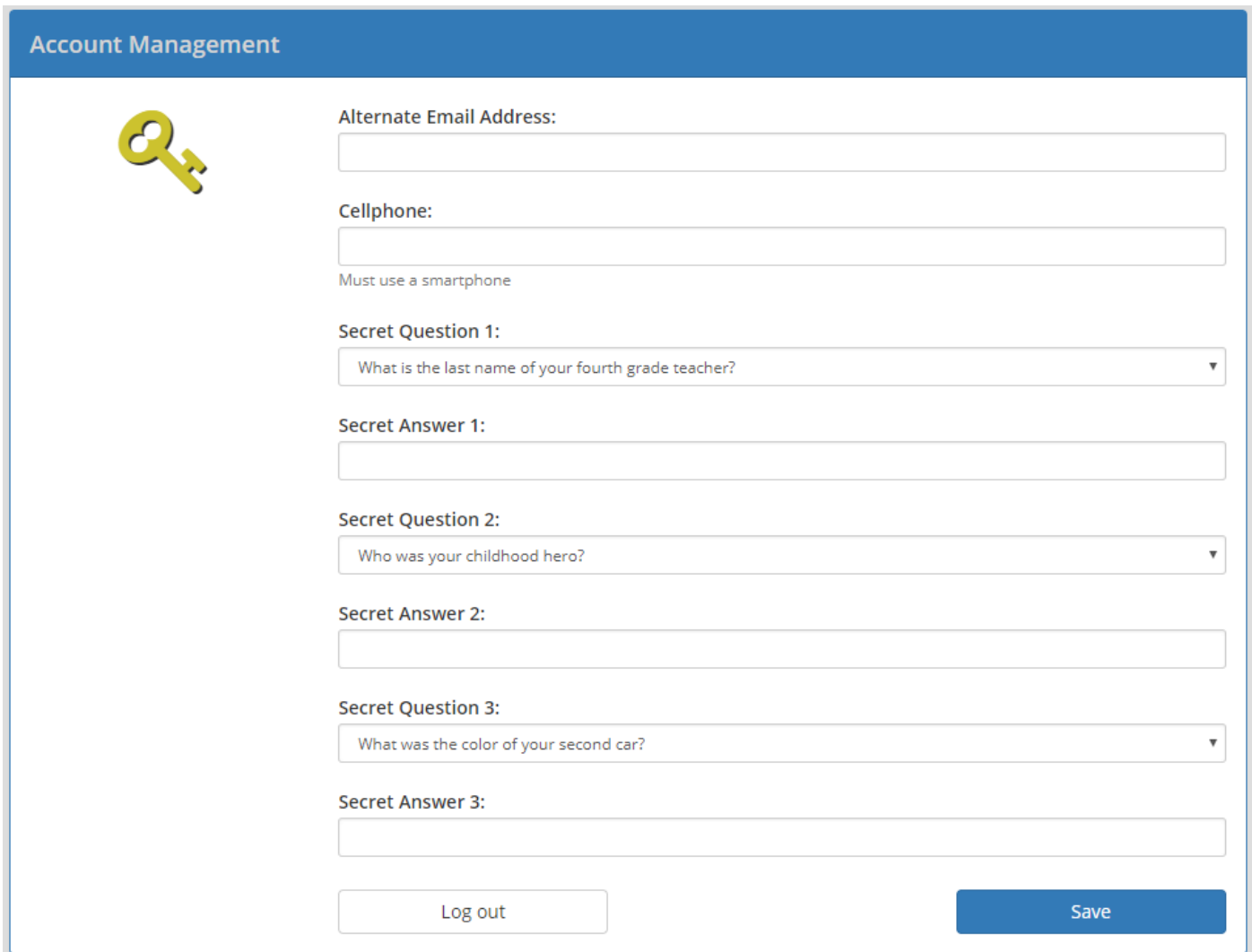


Username:


Password:

Log in

3. Log into your account by typing your full email address and your Password, and clicking Log in.
4. Once logged in, you will be presented with the following form:



Account Management



Alternate Email Address:

Cellphone:  
  
Must use a smartphone

Secret Question 1:  
What is the last name of your fourth grade teacher? ▼

Secret Answer 1:

Secret Question 2:  
Who was your childhood hero? ▼

Secret Answer 2:

Secret Question 3:  
What was the color of your second car? ▼

Secret Answer 3:

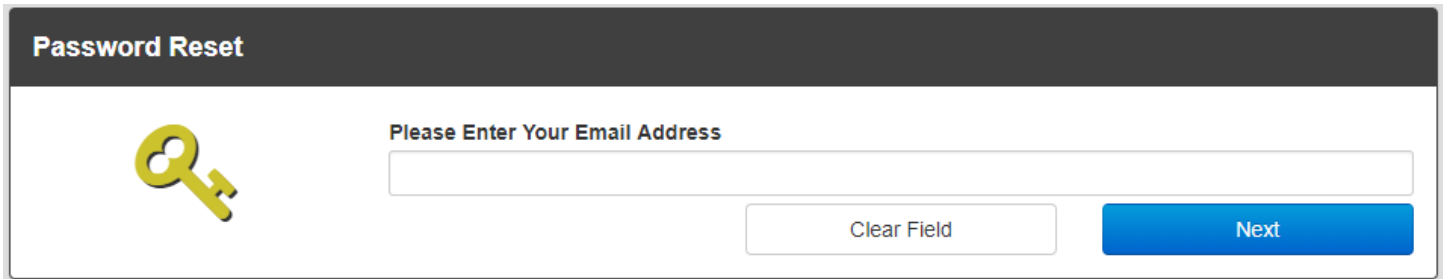
Log out

Save

5. Complete **at least one** of the three security fields:
  - A. Alternate Email Address
  - B. Cellphone
  - C. All 3 Secret Questions/Answers.
6. Click "Save". Once the save is confirmed, click "Log out".

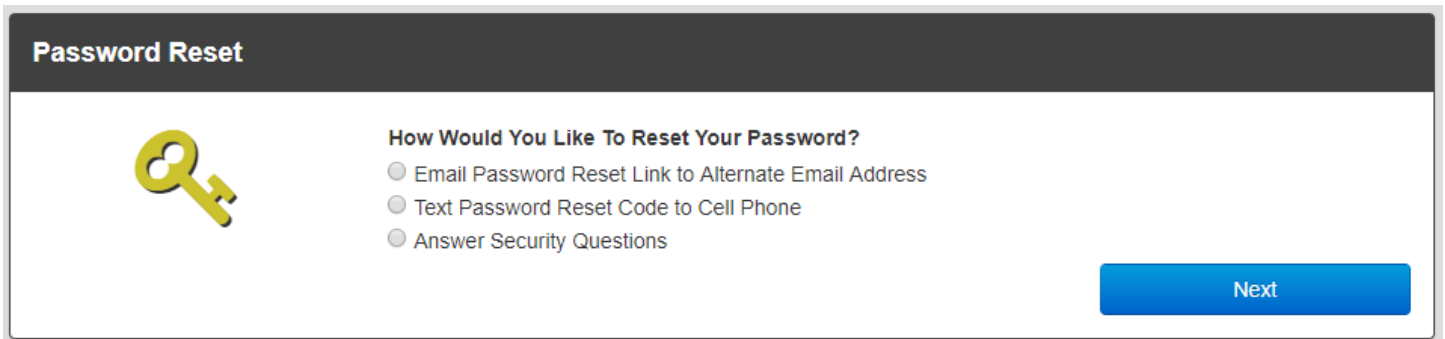
# Password Reset Instructions

1. Visit the following link to begin: <https://myapplicationportal.com/password/>
2. You will be presented with the following page:



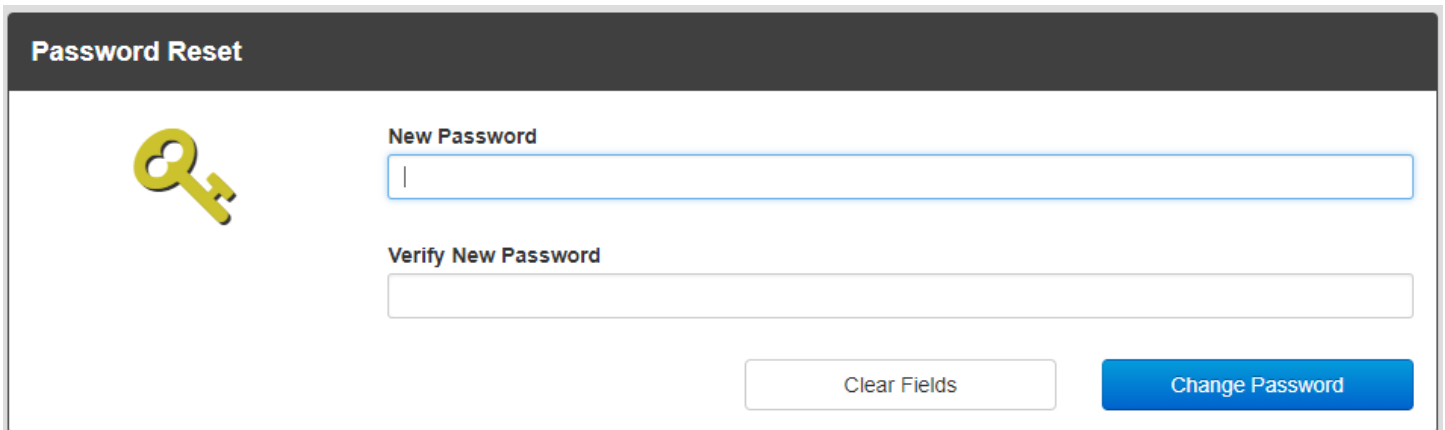
The screenshot shows a web form titled "Password Reset" with a dark header. On the left is a yellow key icon. The main content area has the text "Please Enter Your Email Address" above a white input field. To the right of the input field are two buttons: a white "Clear Field" button and a blue "Next" button.

3. Enter your full Email Address and click Next.
4. You will be presented with the following page:



The screenshot shows a web form titled "Password Reset" with a dark header. On the left is a yellow key icon. The main content area has the text "How Would You Like To Reset Your Password?" above three radio button options: "Email Password Reset Link to Alternate Email Address", "Text Password Reset Code to Cell Phone", and "Answer Security Questions". A blue "Next" button is located at the bottom right.

5. The security fields that were previously set up will display as options to select for validating your security information. Select which one to use and click "Next".
6. Depending on your selection, either answer the Secret Questions that display, or follow the link in the text message/email that was sent to you.
7. You will be presented with the following page:



The screenshot shows a web form titled "Password Reset" with a dark header. On the left is a yellow key icon. The main content area has two input fields: "New Password" and "Verify New Password". Below the input fields are two buttons: a white "Clear Fields" button and a blue "Change Password" button.

8. Enter your new password twice, and click Change Password
9. Ensure you can log into your account using your new password.
10. All done!

If you encounter any problems changing your password, please contact us at [support@airosurf.biz](mailto:support@airosurf.biz) or 405-413-7002.

