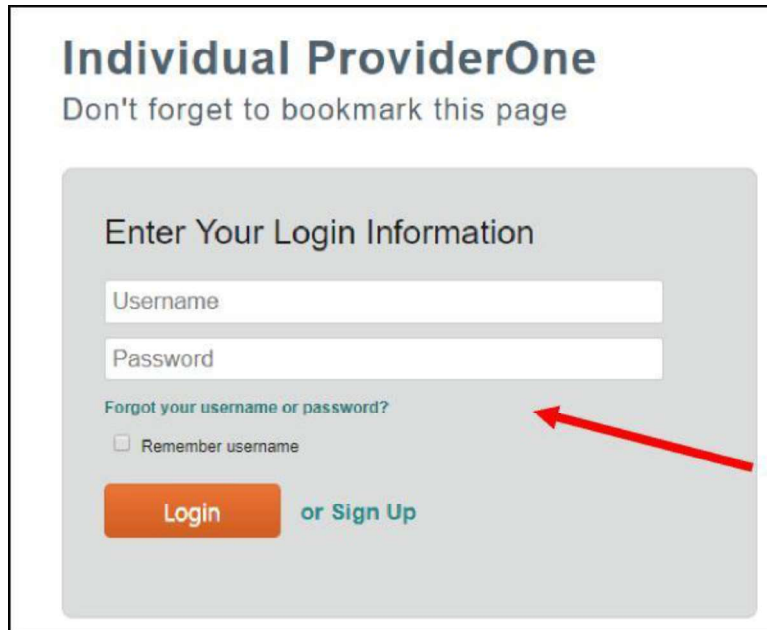


How to Unlock a Password

After three failed login attempts a user will be locked out of their IProOne account for security purposes. If this occurs, the user can use the “forgot password” link. The user will need to verify their credentials and use the answers from their security questions to get unlocked.

A screenshot of the Individual ProviderOne login page. The page has a white background with a grey header area containing the text "Individual ProviderOne" and "Don't forget to bookmark this page". Below this is a grey box titled "Enter Your Login Information". Inside this box are two input fields: "Username" and "Password". Below the fields is a link that says "Forgot your username or password?" with a red arrow pointing to it. There is also a checkbox labeled "Remember username" and an orange "Login" button followed by the text "or Sign Up".

They can also call PPL’s Call Center. After a representative completes the caller verification process, the account can be unlocked or reset.