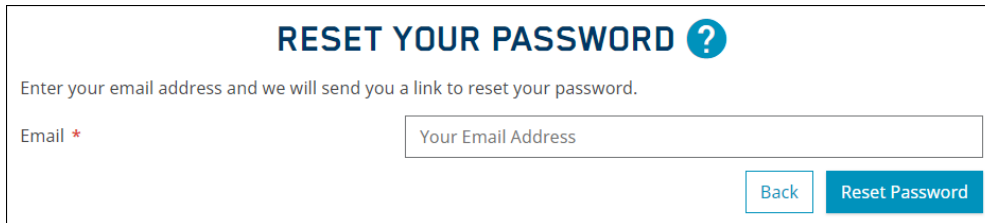## How Do I Reset My ERT Global Account Password?

Your ERT Global Account provides you with a unified login account to allow you to access your ERT Portal Account. The following steps describe how to reset your ERT Global Account password.

To reset your ERT Global Account password:

1. On the ERT GLOBAL ACCOUNT login screen, click the **Reset Password** link. The RESET YOUR PASSWORD screen displays.

2. On the RESET YOUR PASSWORD screen, enter your ERT Global Account login email address, and click the **Reset Password** button. A screen displays notifying you that 'password reset' email has been sent to your ERT Global Account email address.
3. Click the **Okay** button to close the RESET YOUR PASSWORD screen.
4. Follow the steps in the password reset email to reset your ERT Global Account password.

Questions and Support

Email Us

For questions that are not urgent (for example, changing an email address or phone number), contact ERT Customer Care by email using this email address:

customercare@ert.com.

Call Us

For urgent or technical issues, including anything that requires troubleshooting (for example, transmission, device, or portal issues can only be done over the phone), call ERT Customer Care using the numbers available by clicking the **Customer Care** link at the bottom of the ERT Global Account login page.

Tip: For a faster response, you might want to call ERT Customer Care.