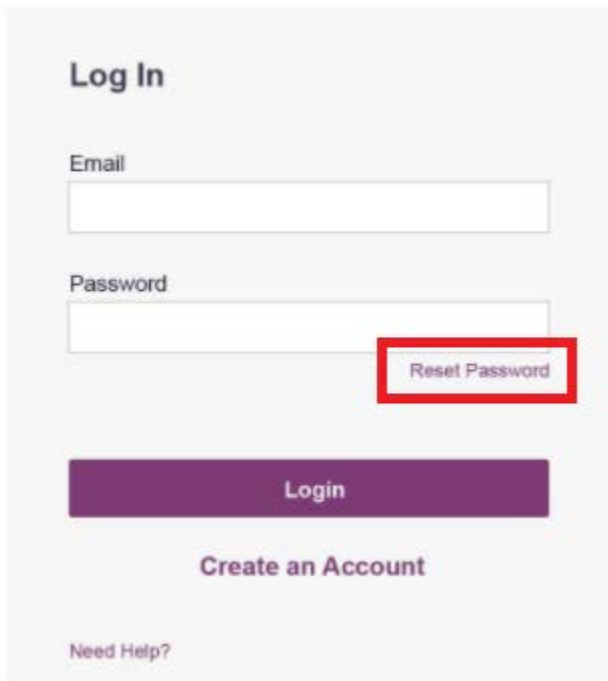


Frequently Asked Questions:

I had an account on the previous system, do I need to register for a new account on AWAReE?

No. Almost all accounts were transferred to the new system. Your username is the email address that was on your account. Please use the “Reset Password” link on the PMP AWAReE site to create a new password. A reset password token will be emailed to you so you will simply follow the instructions in the email.

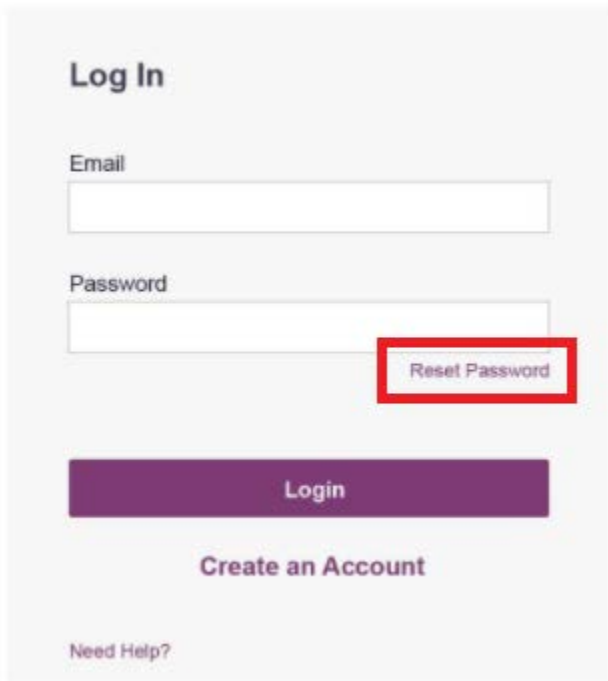


What does the error message “invalid email” mean?

Due to security concerns, Appriss will NOT confirm the existence of an email. Therefore, if the email is already in use, we will respond with the “invalid email” message. If you are receiving this error, please attempt to reset your password from the login screen.

I received an email confirming that my account has been successfully transferred, but I cannot log into the new system. What should I do?

Please use the “Reset Password” link on the PMP AWAReE site to create a new password. A reset password token will be emailed to you so you will simply follow the instructions in the email.



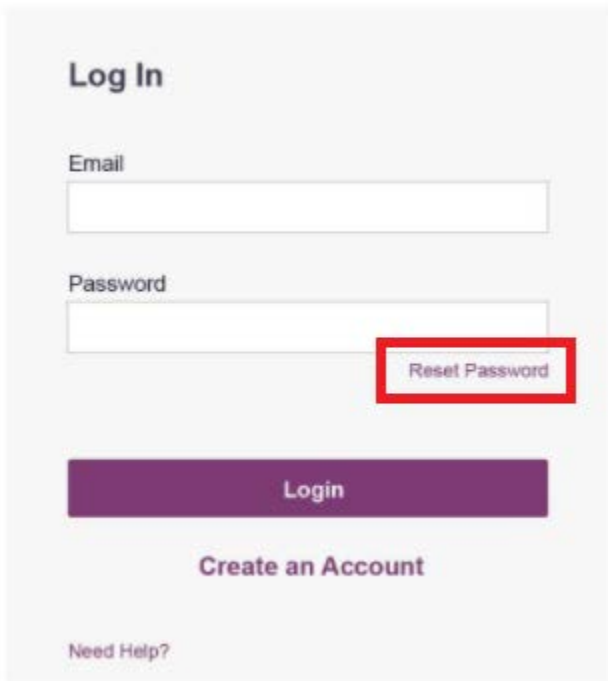
I am a delegate; do I need to have my account approved by my supervisor again?

Yes. While the supervisor/delegate relationship was maintained when your account was moved to AWARxE, your supervisor will have to re-approve you to run requests on their behalf.

Why am I not receiving the password reset email?

To reset your password, please utilize the following steps: **If you do not receive the password reset email, please pay specific attention to step 6-8.**

1. Navigate to the login page at <https://lowa.pmpaware.net/login>
2. Click the "Reset Password" Link.



3. Enter your email address and click the “Request Password Reset” button.

Reset Password

Email

Request Password Reset

- a. You should receive a confirmation message at the top of the page.



4. Please be sure to close all open browser windows and tabs.
5. Follow the link in your email to change your password and log in.

Additional Troubleshooting:

6. If you do not receive the email within 10 minutes, please check your Junk, Spam, or Clutter folder.
7. If the email is not found in your spam folder, please create a new contact in your address book for the following email addresses:
 - a. no-reply-ppmaware@globalnotifications.com



- b. noreply@globalnotifications.com
- c. Domain: @amazonses.com

8. Repeat steps 1-3 to request a new password reset email.

If the password reset link contained in the email is not clicked within 20 minutes, you may receive an "Invalid or Expired Token" error and will need to request a new password reset email.

If none of the above steps resolve your problem, please contact your IT department, Mail Server Administrator, or Internet Service Provider to ensure that a firewall or spam blocker is not interfering with receipt of messages from the above email addresses.

How do I update the email address on my account?

- Login to your account and go to "User Profile" → "My Profile"
- You should see two boxes that read "Change Email" and "Re-enter Email". See the screenshot below

Contact Information

Change email address and/or the time zone associated with this profile.

Current Email: email@example.com

New Email Address

Re-enter New Email Address

Time Zone

- If you see these fields, you can change your e-mail address by inputting it into both boxes, then hitting the "Save" button at the bottom-right of the page.

If you do NOT see these fields, you will need to call your state administrator to update your e-mail address.