

# How To Complete Question and Answer Authentication

If you are logging in or electing to change your password, we may need to ask you additional questions to verify your identity. Follow the steps below to complete the Question and Answer Authentication process:

- 1 Click 'Continue.'
- 2 Complete the Personal Information form
- 3 Click 'Continue.'
- 4 Answer the questions presented.
- 5 Click 'Continue.'

When you have successfully completed the Question and Answer Authentication you will be directed to your account or the Change Password screen.

