

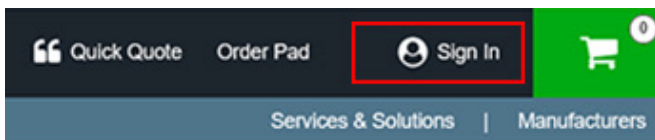
Online Account Password Guidelines

- Minimum of 8 characters, maximum of 64 characters
- Can contain: upper letters, lower letters or numeric characters
- The following special characters are allowed: ` ~ ! @ # \$ % ^ & * () - _ = + [] { } | ; : ‘ “ , . / ?
- Your password must not be the same as your user ID.

How to Reset Your Online Account:

Step 1

Click on “Sign In” shown below



Step 2

The next screen, shows the “Forgot Password” link

A screenshot of the 'Sign In' page. It has a white background with the title 'Sign In' at the top. Below the title are two input fields: 'Email' and 'Password'. The 'Password' field has a 'Show' button to its right. Below the input fields is a checkbox labeled 'Keep me signed in' with a link to 'learn more'. A dark blue 'Sign In' button is positioned below the checkbox. At the bottom left, there is a red-bordered box containing the text 'Forgot Password?'. Below this box is a link 'Don't have an account?' and a grey 'Create an Account' button.

Step 3

Enter your email address and click “Submit.”

A screenshot of the 'Forgot Password' page. It has a white background with the title 'Forgot Password' at the top. Below the title is the instruction: 'Enter your email address and we'll email a link to reset your password.' Below this is a red-bordered box containing an input field labeled '* Email' and a grey 'Submit' button. Below the red-bordered box is a white 'Cancel' button.

Step 4

You will receive the following message:

A screenshot of the 'Check Your Email' message. It has a white background with the title 'Check Your Email' at the top. Below the title is the text: 'If you do not receive your e-mail within 5 minutes, please check your "SPAM" or "Junk Mail" folder to see if it was accidentally blocked by your e-mail provider.' Below this is another paragraph: 'If you still haven't received your e-mail then it is likely that we do not have this e-mail address on file for your account. Please try resetting your password with a different e-mail address.' At the bottom, there is a dark blue 'Return to Wesco' button.

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