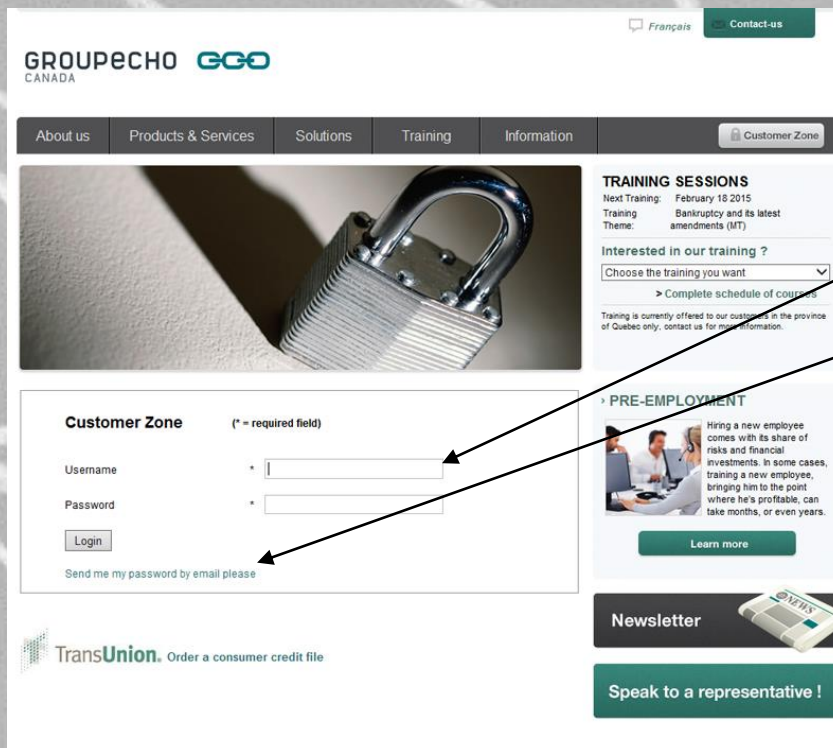


I received my username.
How do I obtain my password?



The screenshot shows the GROUPECHO CANADA website interface. At the top, there is a navigation menu with links for 'About us', 'Products & Services', 'Solutions', 'Training', 'Information', and 'Customer Zone'. Below the menu is a large image of a padlock. To the right of the image is a 'TRAINING SESSIONS' section with details about a training session on 'Banruptcy and its latest amendments (MT)'. Below this is a 'PRE-EMPLOYMENT' section with a 'Learn more' button. At the bottom, there is a 'Newsletter' section and a 'Speak to a representative!' button. The 'Customer Zone' section is highlighted, showing a login form with fields for 'Username' and 'Password', a 'Login' button, and a link to 'Send me my password by email please'.

- Click on the Customer Zone and an authentication page will appear
 - Input your username in the appropriate field
 - Click on **Send me my password by email please**
- Do not forget to check your emails!*

If your email address is shared with others users we recommend you do not request a password to a shared email address as this compromises security. Please contact our Customer Service team to obtain it over the phone.

Can I modify my password online?

Yes, you can modify your password. The passwords must meet minimum requirements in terms of security.

How do I obtain a username for a new employee?

The contact person we have in our customer file needs to send the request to our Customer Service team by completing the appropriate form.

Customer Service

1-800-363-2809

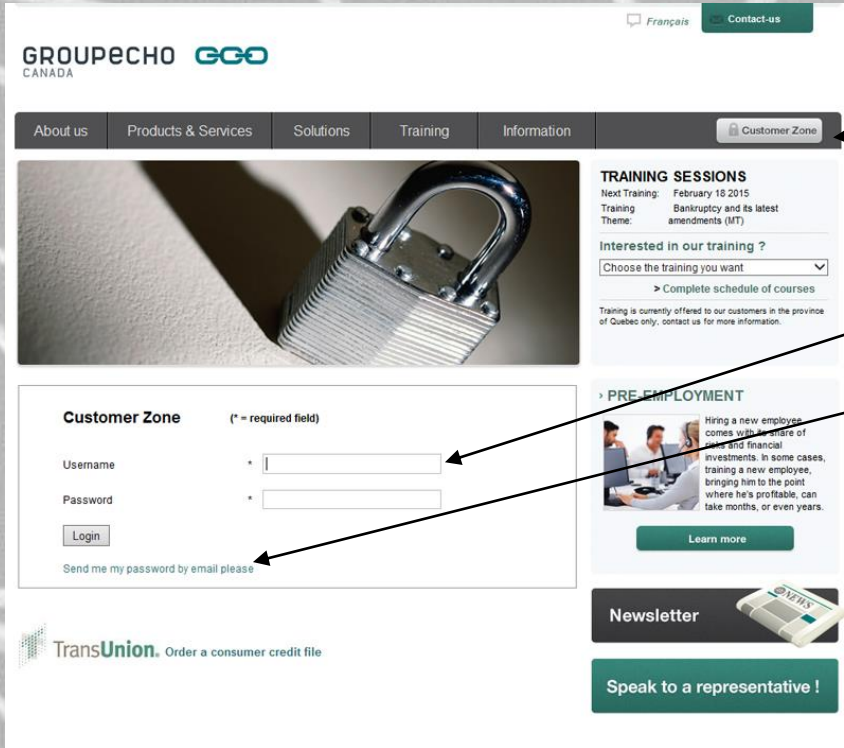
service@groupecho.com

I lost my username.
What should I do?

Contact our customer service team who will forward your username by email.
Once received, return to the authentication page:

- ➔ Click on the Customer Zone and an authentication page will appear
- ➔ Input your username in the appropriate field
- ➔ Click on **Send me my password by email please**

Do not forget to check your emails!



If your email address is shared with others users, we recommend you do not request a password to a shared email address as this compromises security. Please contact our customer service team to obtain it over the phone.

My username or my password is invalid.
What should I do?

- Be sure the proper case is being used as they are case sensitive
- Check that all symbols provided in your password are being used
- Verify that there are no additional spaces used before or after your username or password