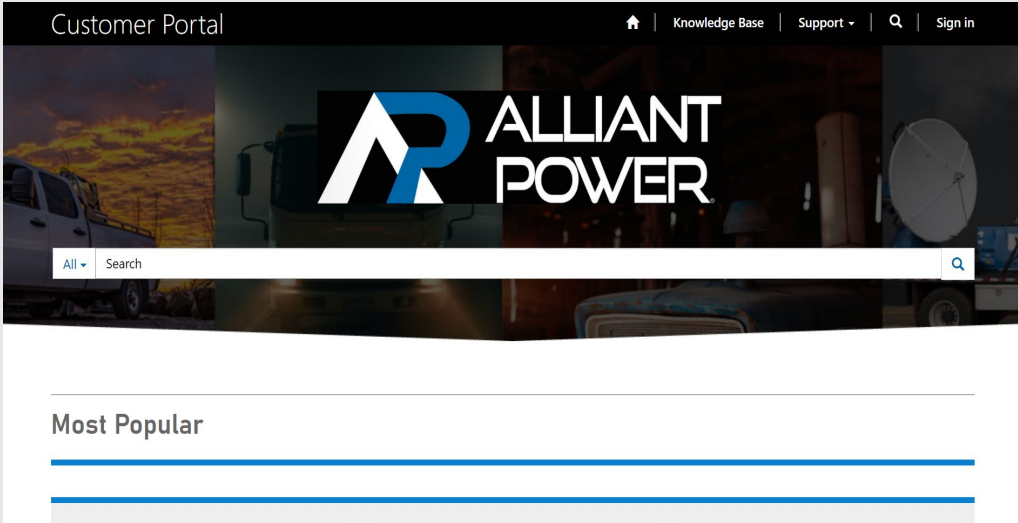
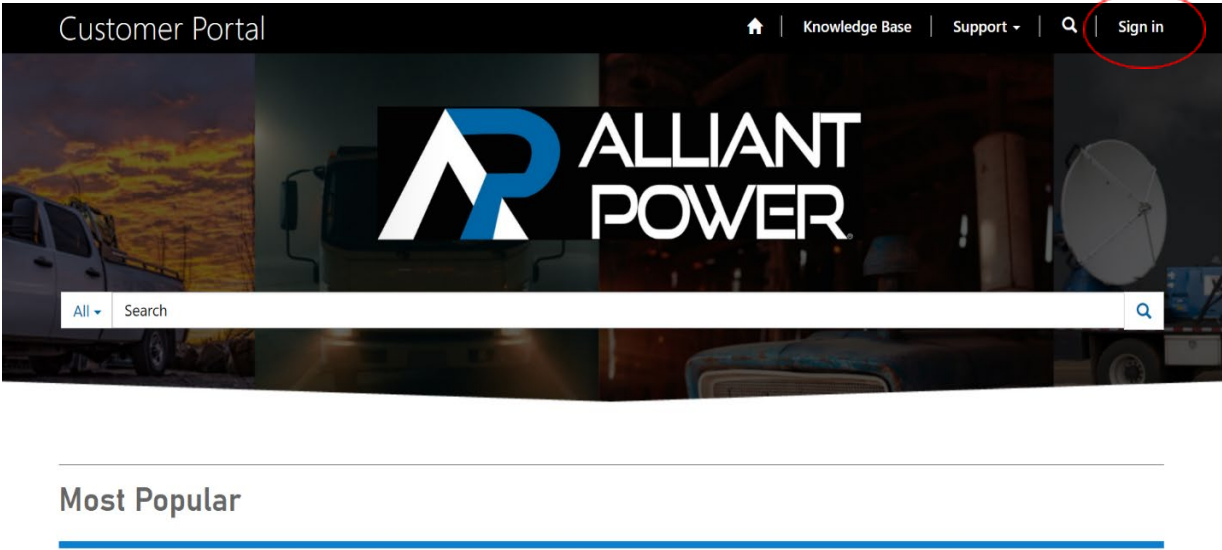


## SUBJECT: Password Reset on Alliant Power Customer Portal

This document provides step by step instructions on how to reset one's password on the alliant power customer support website.

Step Number	Description
1	<p>Login to the Customer Portal, located here: <a href="https://support.alliantpower.com/">https://support.alliantpower.com/</a> Your screen will mirror the below image.</p> 
2	<p>Press the "Sign In" button located at the top right-hand corner of the screen.</p> 

If you have forgotten your password, Click the "Forgot your password?" button.

3

Customer Portal

Home | Knowledge Base | Support | Search | Sign in

Sign in Redeem invitation

Sign in with a local account Sign in with an external account

\* Username

\* Password

Remember me?

Sign in **Forgot your password?**

Get Help

Enter your email and press "Send".

4

Customer Portal

Home | Knowledge Base | Support | Search | Sign in

Forgot your password?

\* Email

Enter your email address to request a password reset.

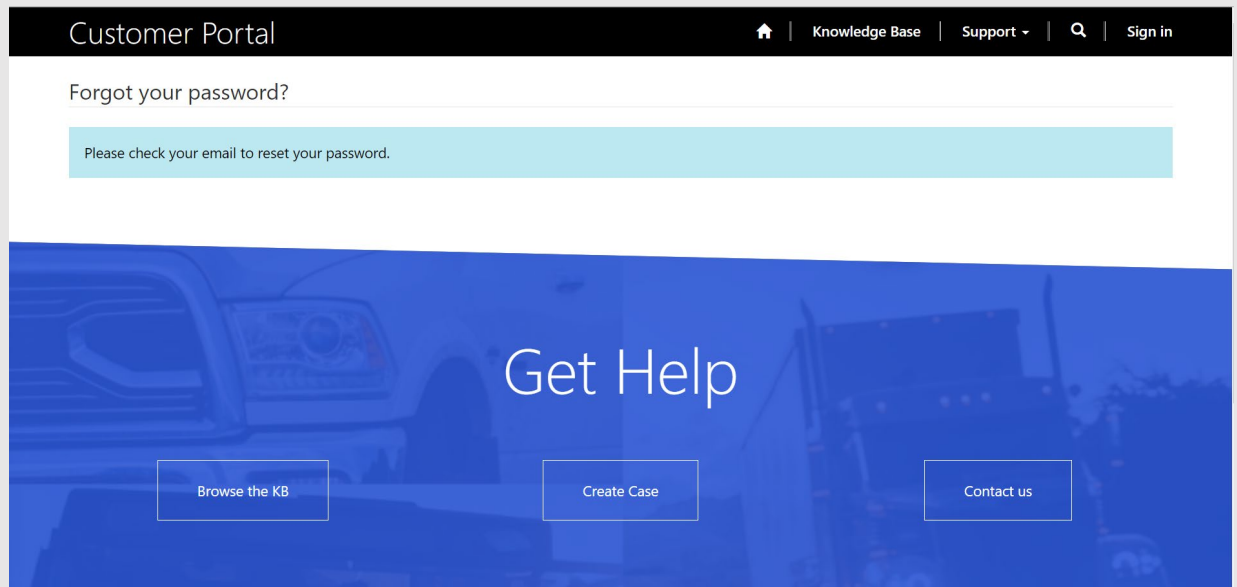
**Send**

Get Help

Browse the KB Create Case Contact us

Once send is pressed, check your email. You will be redirected to the below screen.

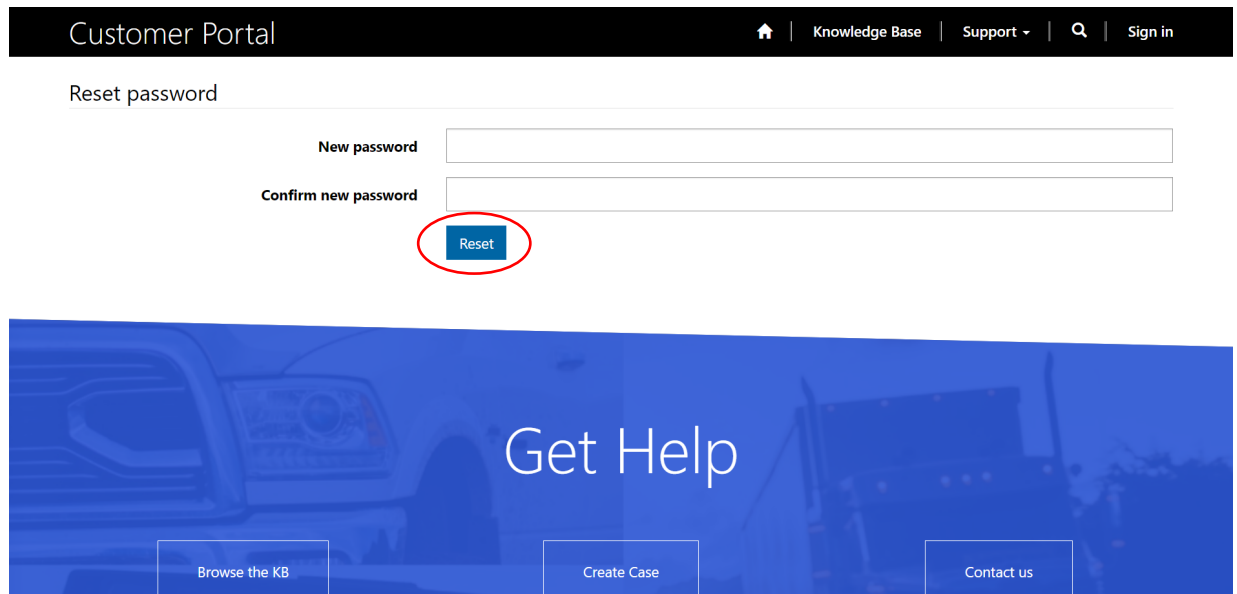
5



The screenshot shows the 'Customer Portal' header with navigation links for Home, Knowledge Base, Support, Search, and Sign in. Below the header, the text 'Forgot your password?' is displayed. A light blue message box contains the instruction: 'Please check your email to reset your password.' At the bottom of the page is a blue banner with the text 'Get Help' and three buttons: 'Browse the KB', 'Create Case', and 'Contact us'.

Please allow two to five minutes for the email to be sent to the email address provided in your CE account information. Once received, please click the hyperlink at the bottom of the email and input your new password twice and press "Reset". Your screen will mirror the below image.

6



The screenshot shows the 'Customer Portal' header with navigation links for Home, Knowledge Base, Support, Search, and Sign in. Below the header, the text 'Reset password' is displayed. There are two input fields: 'New password' and 'Confirm new password'. A blue 'Reset' button is located below the 'Confirm new password' field and is circled in red. At the bottom of the page is a blue banner with the text 'Get Help' and three buttons: 'Browse the KB', 'Create Case', and 'Contact us'.

Press the "Sign in" button below the green bar.

7

Customer Portal

Reset password

Your password has been reset.

[Sign in](#)

Get Help

[Browse the KB](#) [Create Case](#) [Contact us](#)

8

Enter your username and new password and press "Sign in". You will then be brought to the main page of the customer portal.

Customer Portal

[Sign in](#) [Redeem invitation](#)

Sign in with a local account      Sign in with an external account

\* Username

\* Password

Remember me?

[Sign in](#) [Forgot your password?](#)

Get Help