Instructions for Setting Your Password – The First Time

You Will Only Need To Do This Process Once.

1. Enter your six-digit client number ___ ___ ___ ___ ___ ___
2. Enter the initial login password: media
3. You will see the message: “The password you have entered is an initial password. You must set a new password.”
4. You will then be prompted to change your password to one of your choice.
5. Enter your new password: 
6. Re-enter new password: 
7. This new password is entered twice.
8. Minimum number of characters = 4
   Maximum number of characters = 16
9. Passwords may be either alpha or numeric – or a combination of both.
10. You are the only one who knows your password. If you forget, contact Customer Service at 319-399-6754 or 800-642-4107 and they will reset your password for you.
11. You may use the same password for multiple locations.