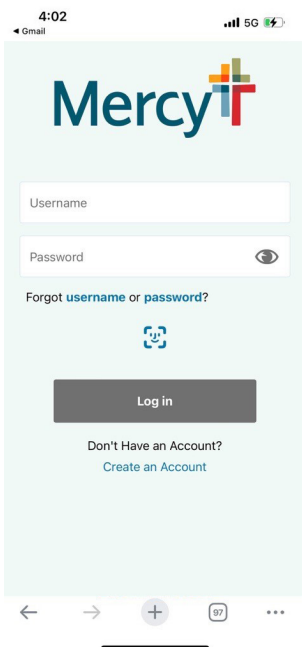


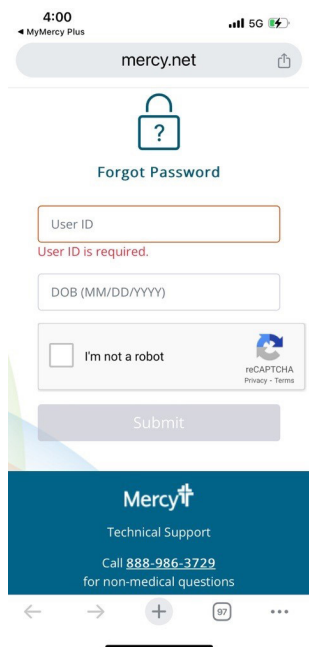
Recover Your MyMercy Password

Steps to reset your MyMercy password in the MyMercy+ app

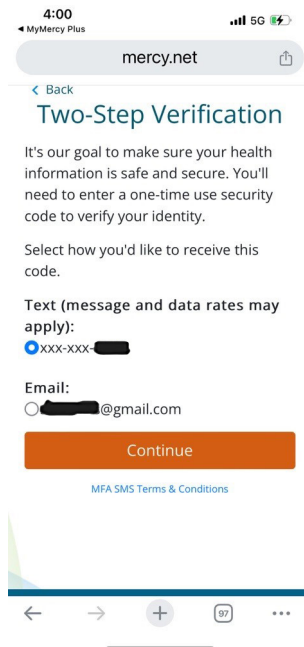
Before downloading the new app, please make sure your operating system is up to date.



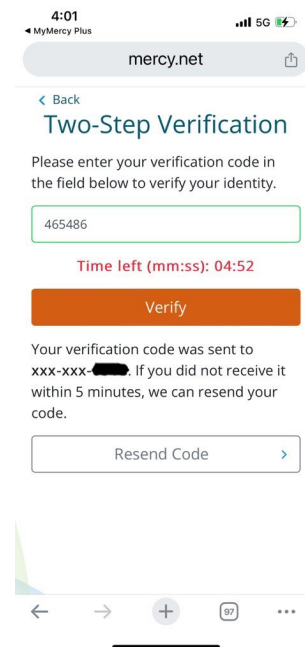
1. Tap "Forgot password" on the log in screen.



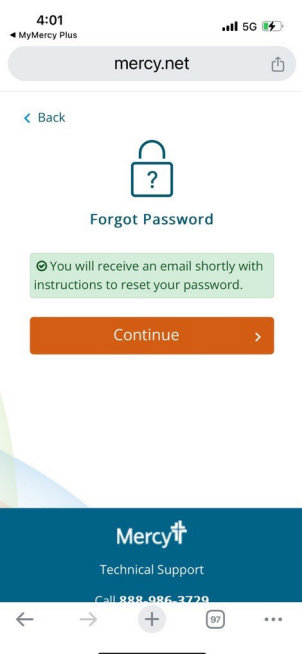
2. Enter your User ID and date of birth. Check "I'm not a robot" and tap Submit.



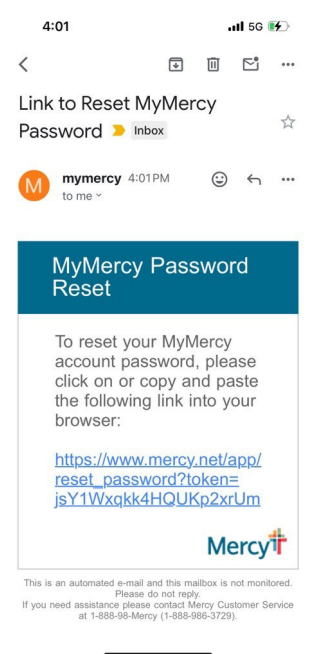
3. If 2-step verification is enabled, select text or email.



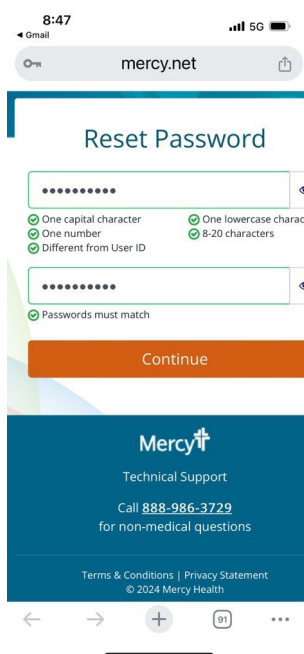
4. If two-step verification is enabled, enter the code received by text or email.



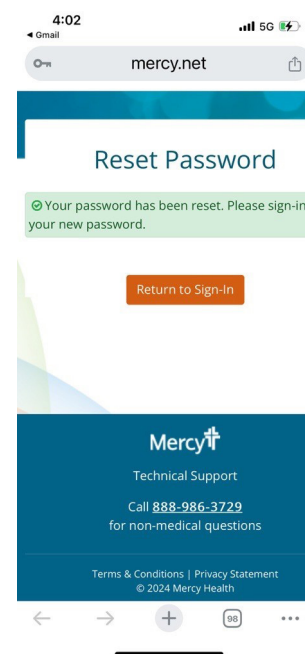
5. Message will display stating an email will be sent.



6. Look for an email from mymercy@mercy.net with your password-reset link.



7. Tap the link and complete the form to reset your password.



8. You may now log into MyMercy+ using your new password.