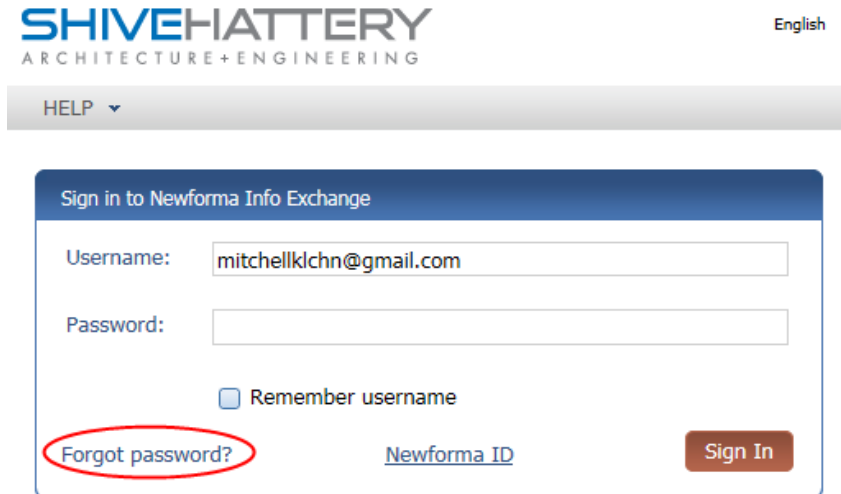


## Forgotten Password

### External Users – Option 1 – Resetting Password

External Users, If you have forgotten your password, enter your email address and click the “Password Reminder” link to have the Info Exchange Server send you a new password.



The screenshot shows the login interface for Newforma Info Exchange. At the top left is the SHIVEHATTERY ARCHITECTURE+ENGINEERING logo, and at the top right is the text 'English'. Below this is a grey bar with 'HELP' and a dropdown arrow. The main login area has a blue header 'Sign in to Newforma Info Exchange'. It contains a 'Username:' field with 'mitchellkchn@gmail.com' entered, a 'Password:' field, and a checkbox for 'Remember username'. At the bottom, there are three elements: a red circle around the text 'Forgot password?', a blue underlined link 'Newforma ID', and a brown 'Sign In' button.

### Option 2 – Request Login Information to be Resent

Contact your Shive-Hattery Representative or Project Manager and request them to resend you your Info Exchange Login Information.

With both options it is important that [www.Shive-Hattery.com](http://www.Shive-Hattery.com) and [www.Shive-Hattery.net](http://www.Shive-Hattery.net) are whitelisted on your company’s email and internet security systems.

### Internal Users

Internal Users (Shive-Hattery employees) can access Info Exchange by using their Windows Credentials that are used to login at the office.

If you cannot access or have forgotten your username or password contact Corporate IT at 319.362.0313