Tango

How to reset your account if you forgot your password and do not have access to your original mobile device

22 Steps

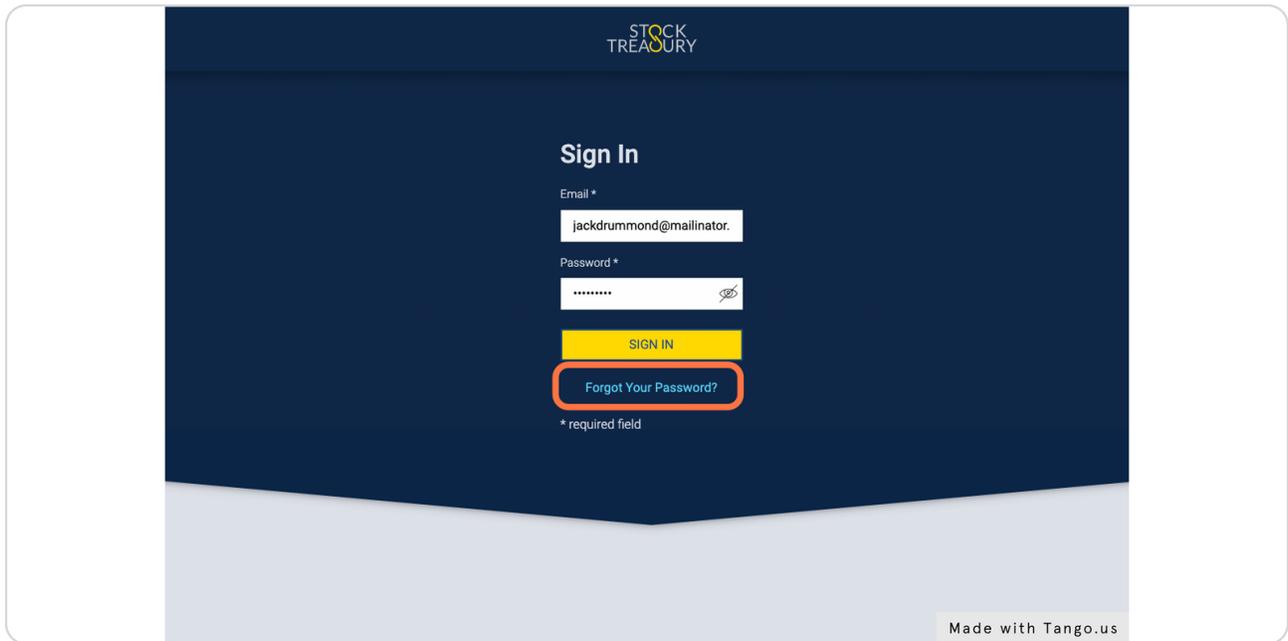| Created by	Creation Date	Last Updated
Allan Luik	May 23, 2022	May 23, 2022

On StockTreasury Sign in page, https://stocktreasury.app/login, click on Forgot your Password?

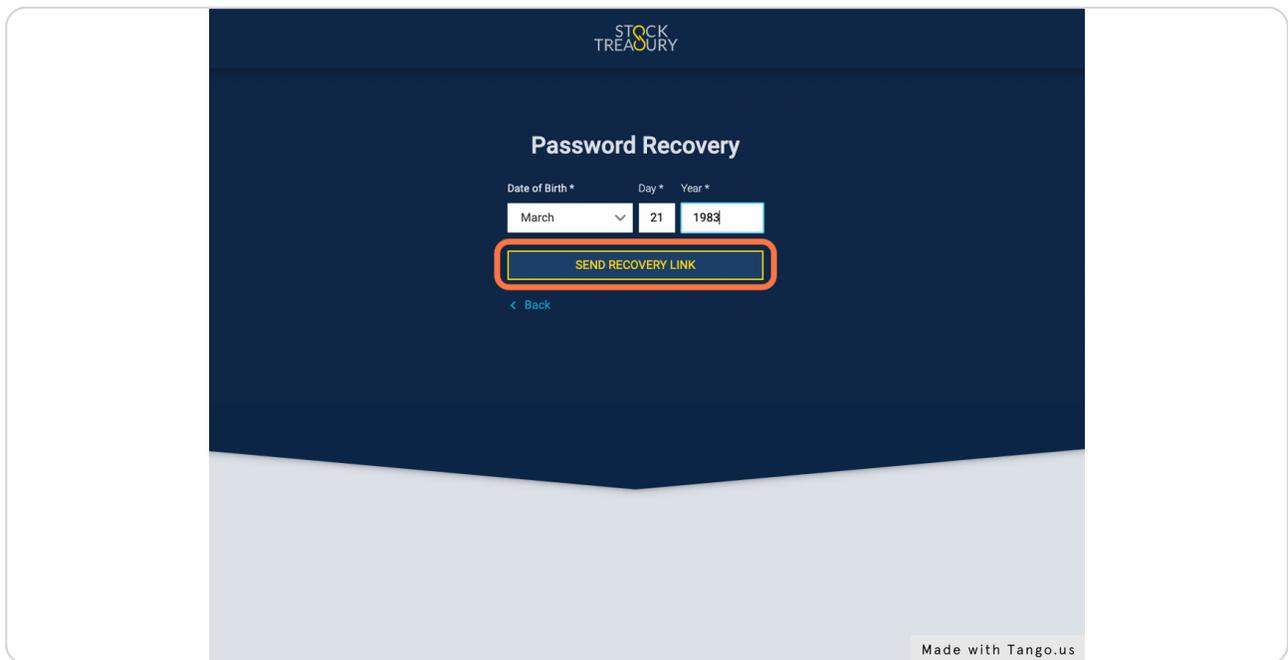**Type in your account email and click Submit.**
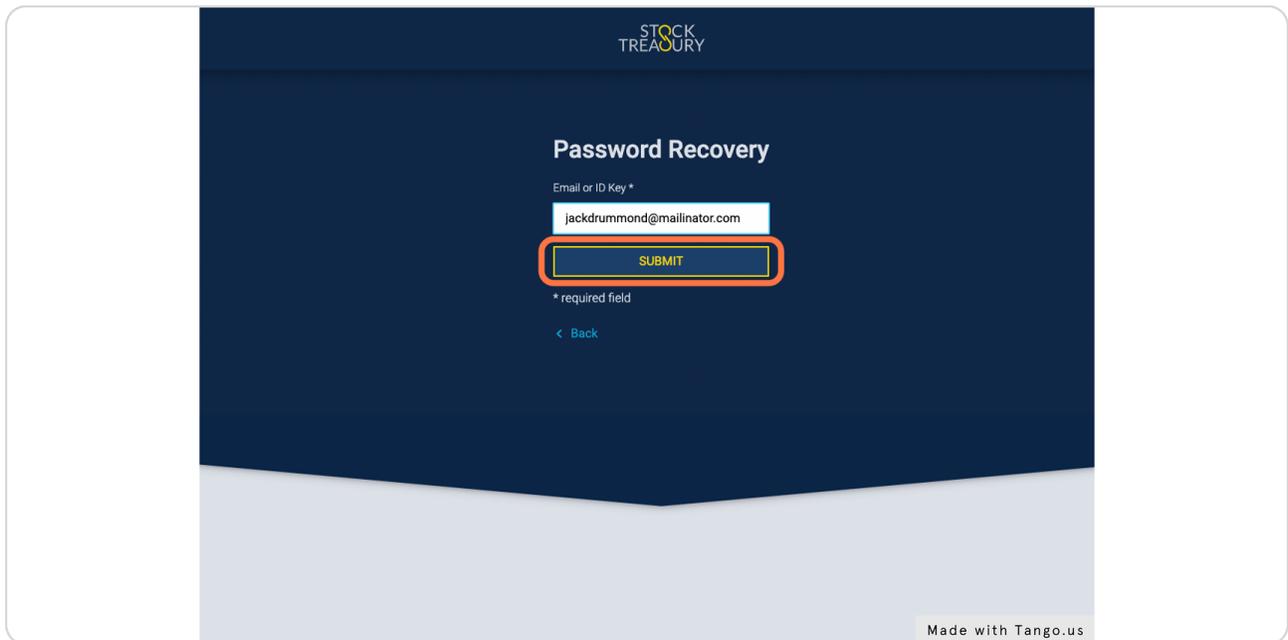
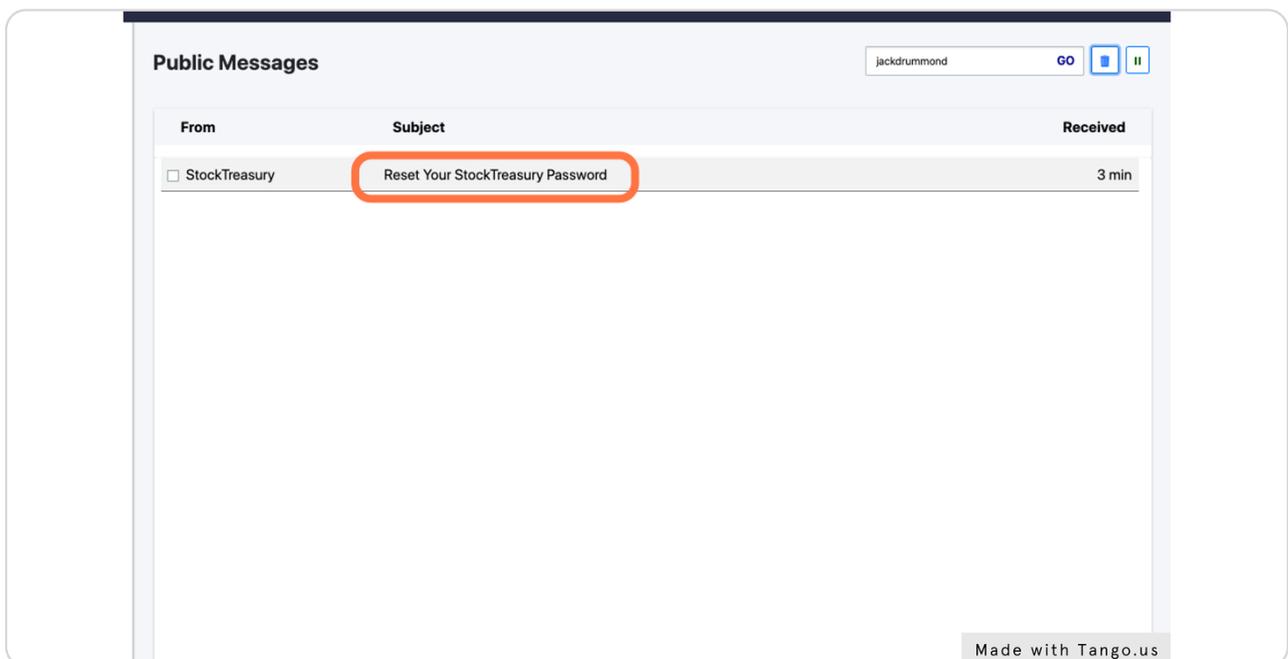**Enter your date of birth and press Send recovery link.**

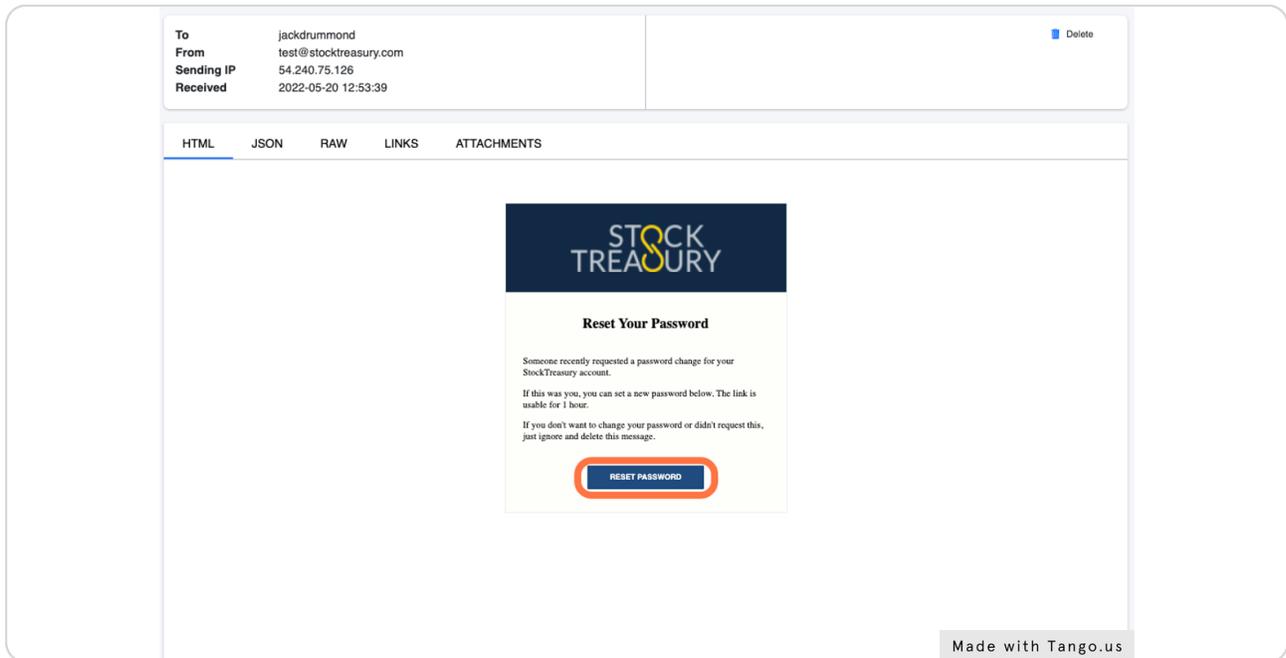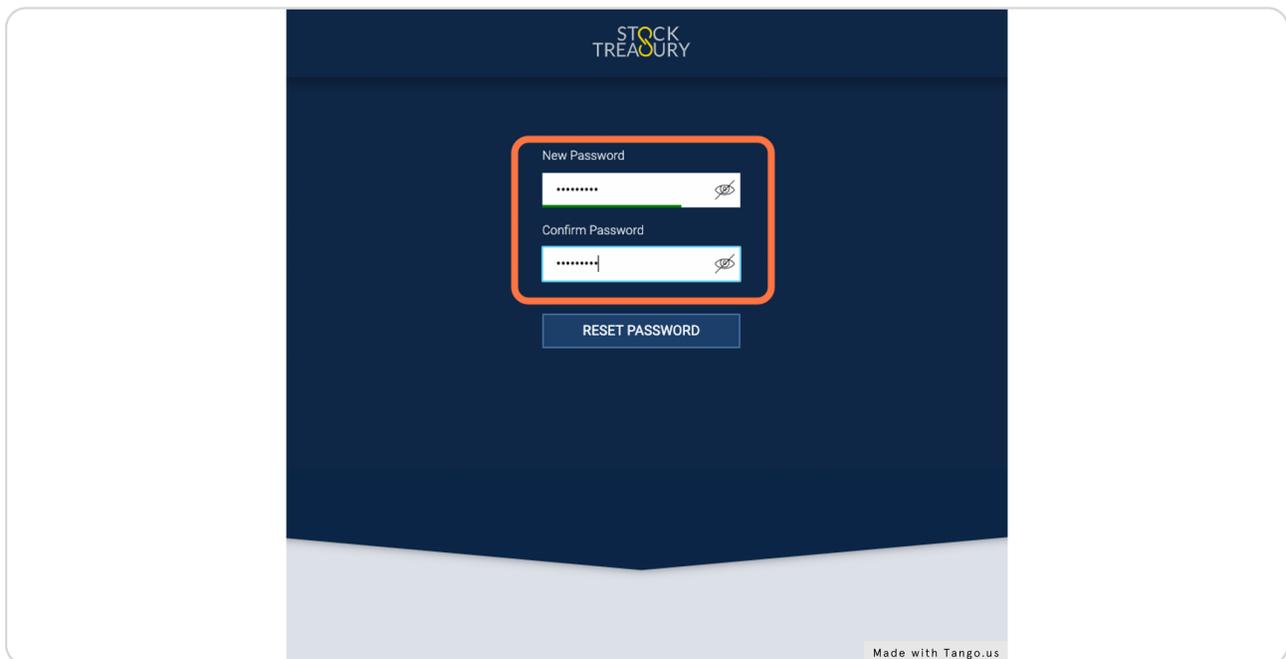**Check your inbox and find the Reset your StockTreasury Password email.**

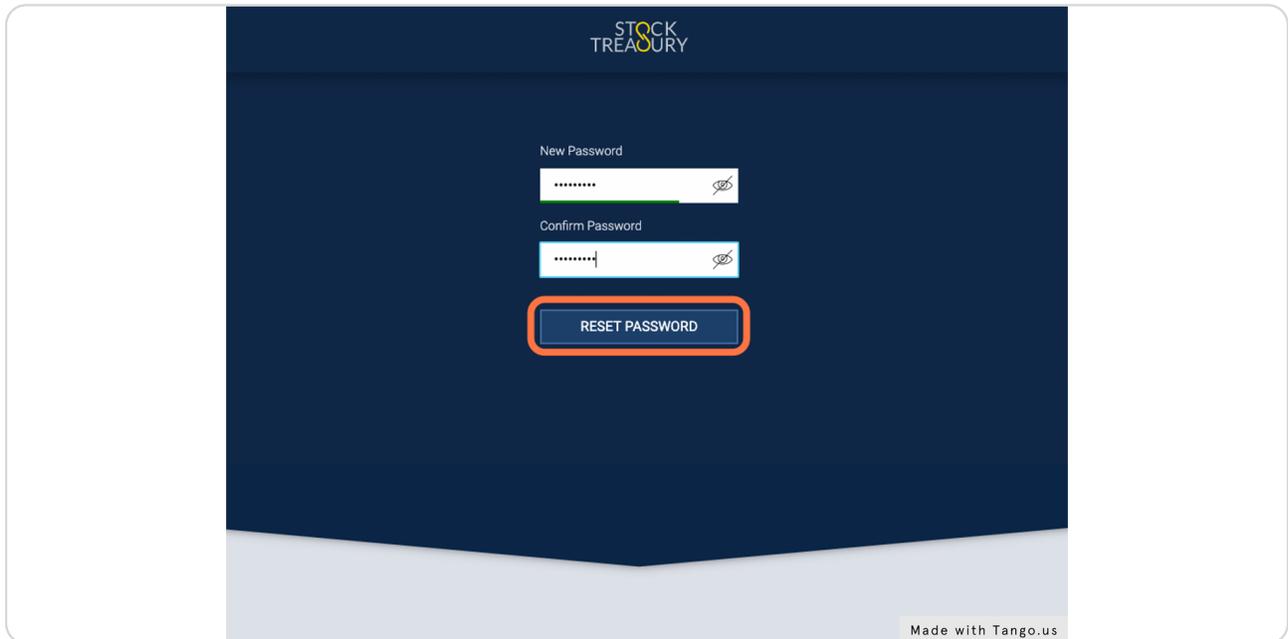

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Open the email and click on Reset Password.

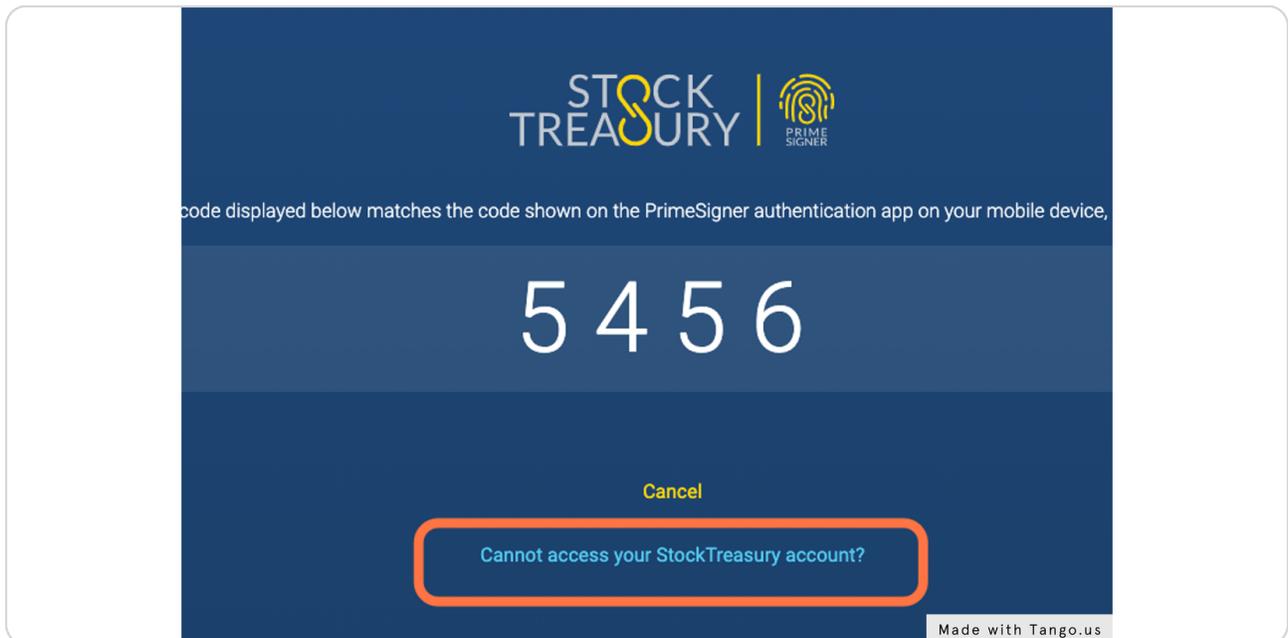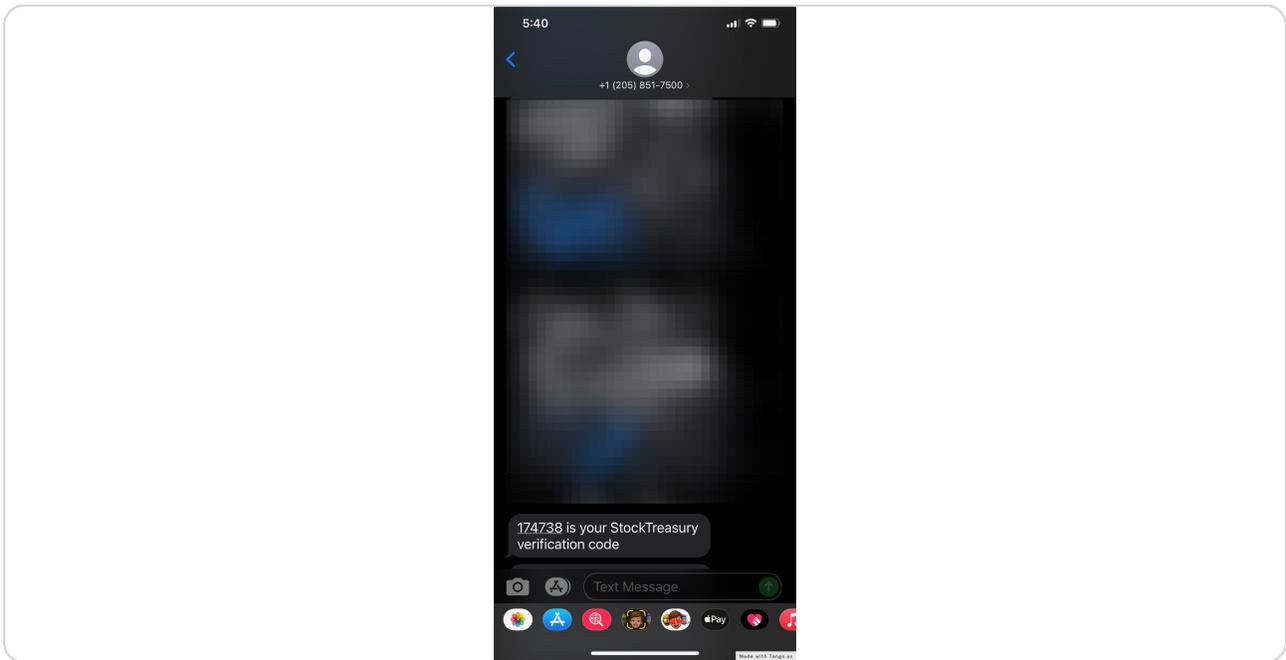## Enter a new password and confirm.

Click on Reset Password.

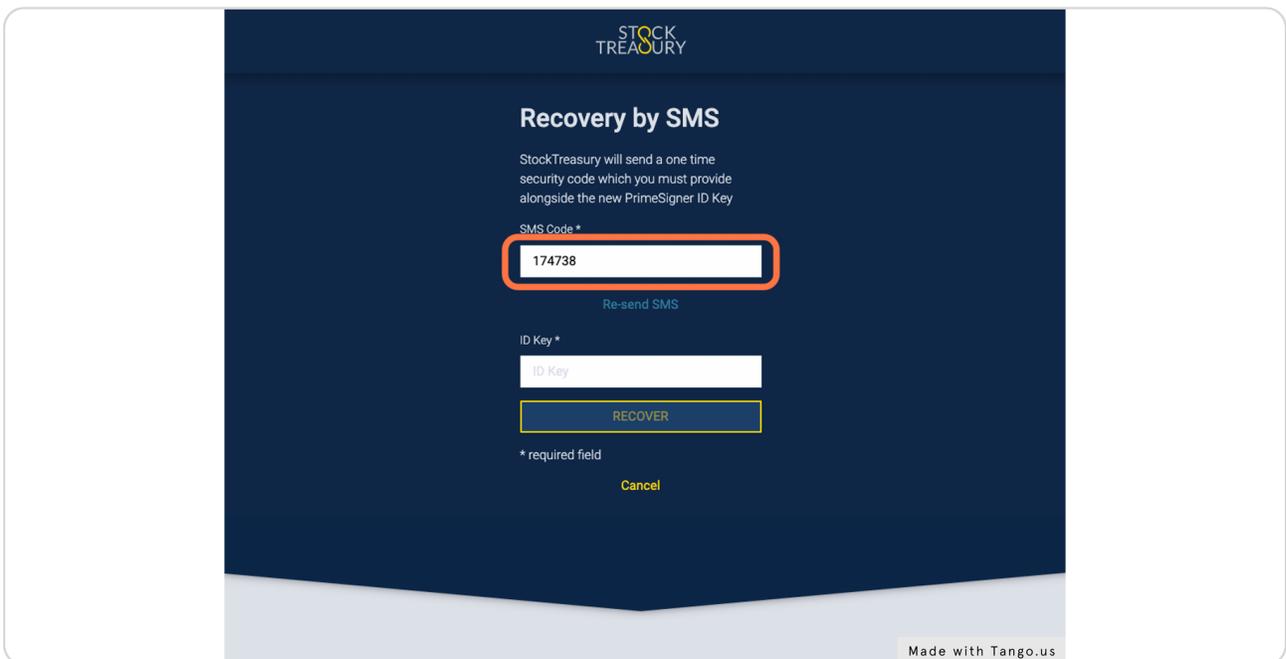**On the code page that opens, click on Cannot access your StockTreasury account?**

Check your text messages. You should have an SMS with a verification code.
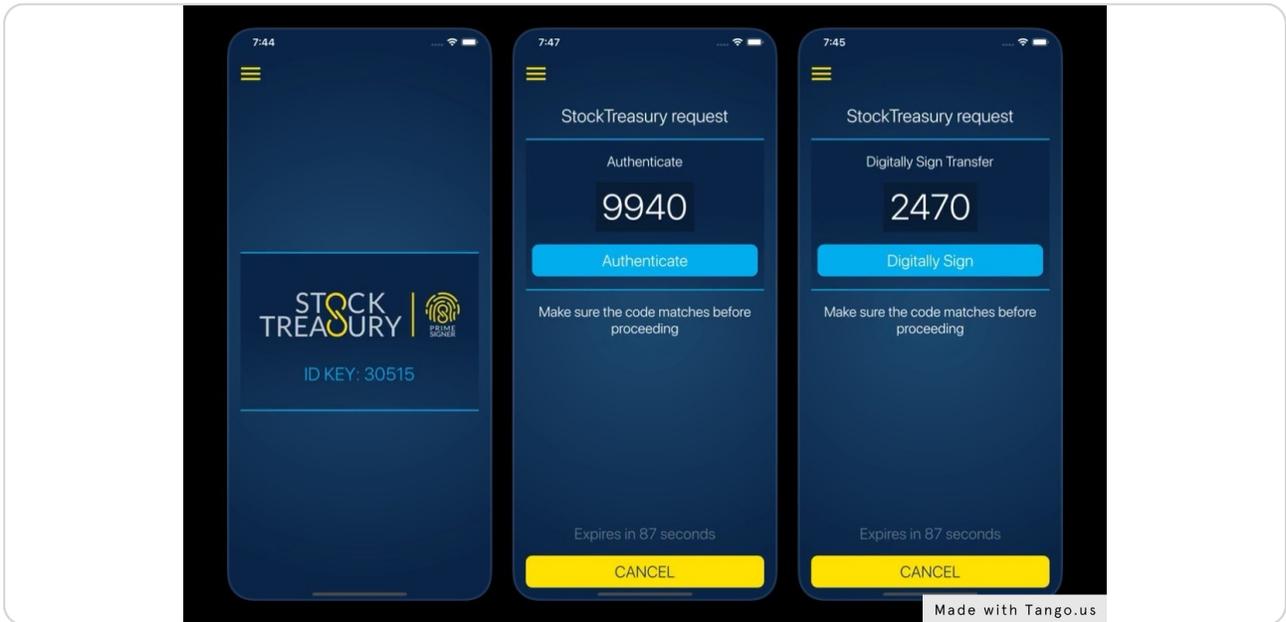

STEP 10

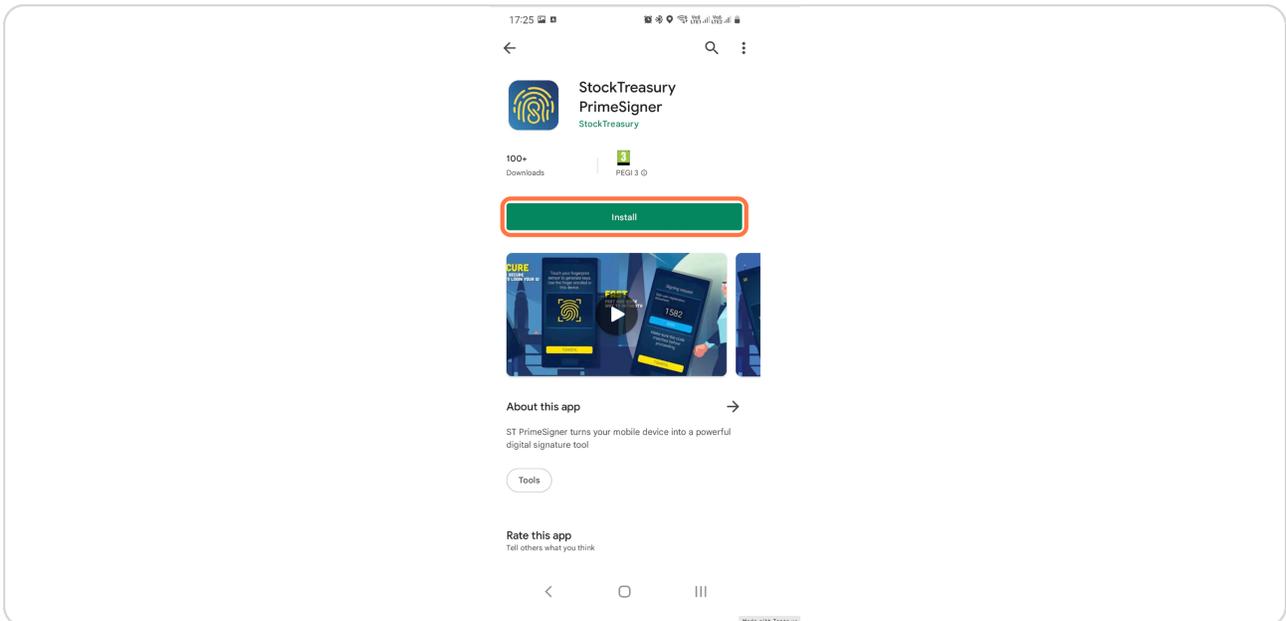**On Recovery by SMS page, enter the code from the SMS you received.**

Reset process cannot be completed without ID Key from StockTreasury PrimeSigner. Please download the mobile app to proceed.
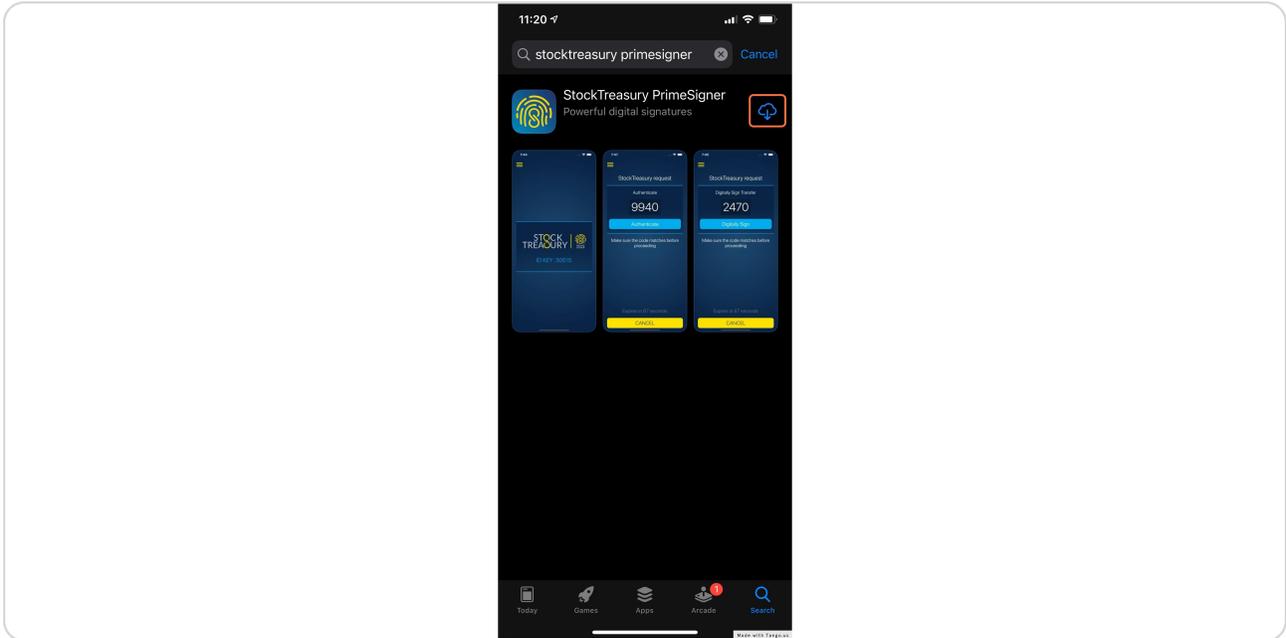
If your mobile device is an Android device, get StockTreasury PrimeSigner from Google Play store.

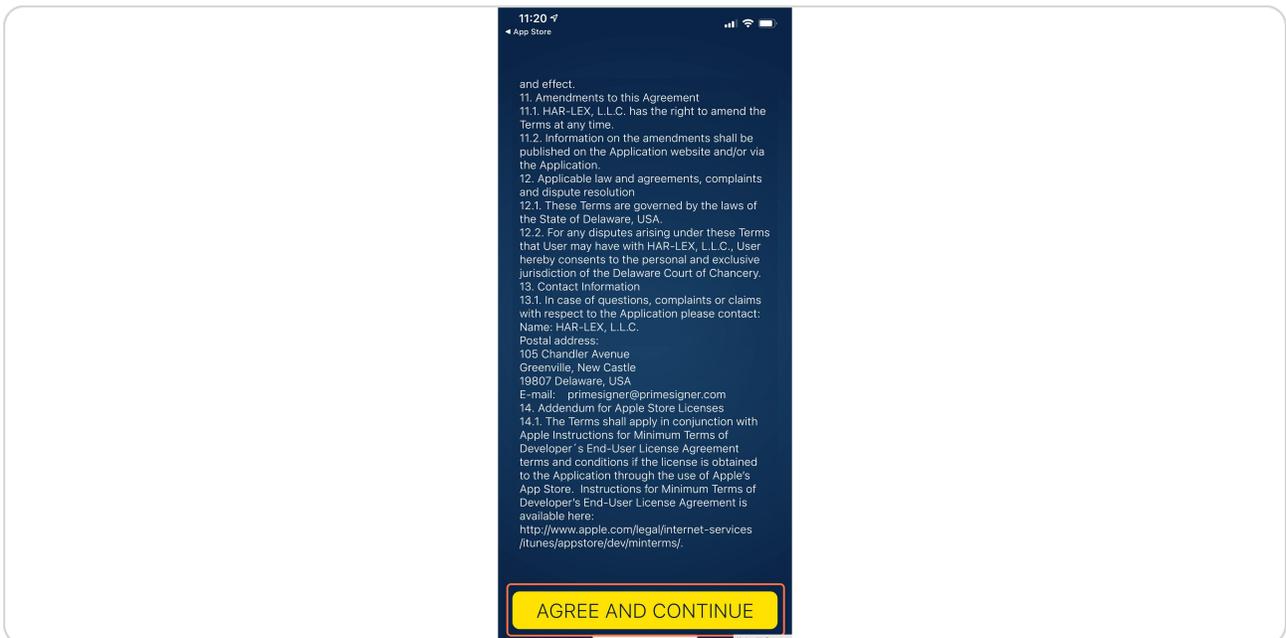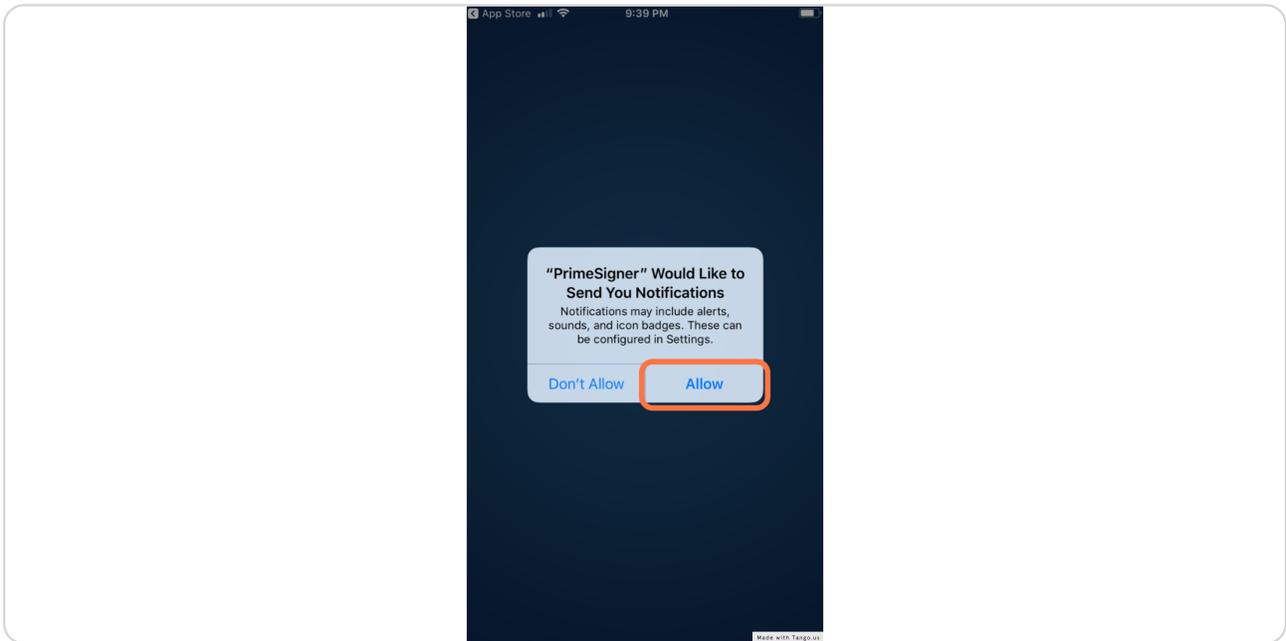**If your mobile device is an Apple device, get StockTreasury PrimeSigner from App Store.**
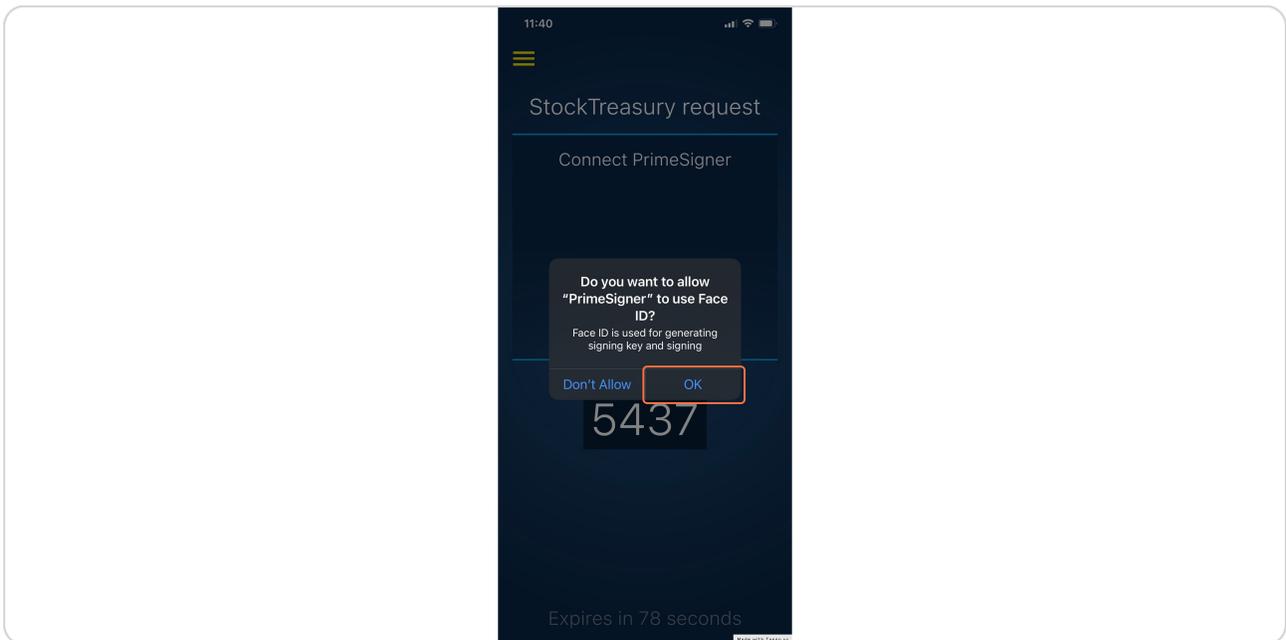
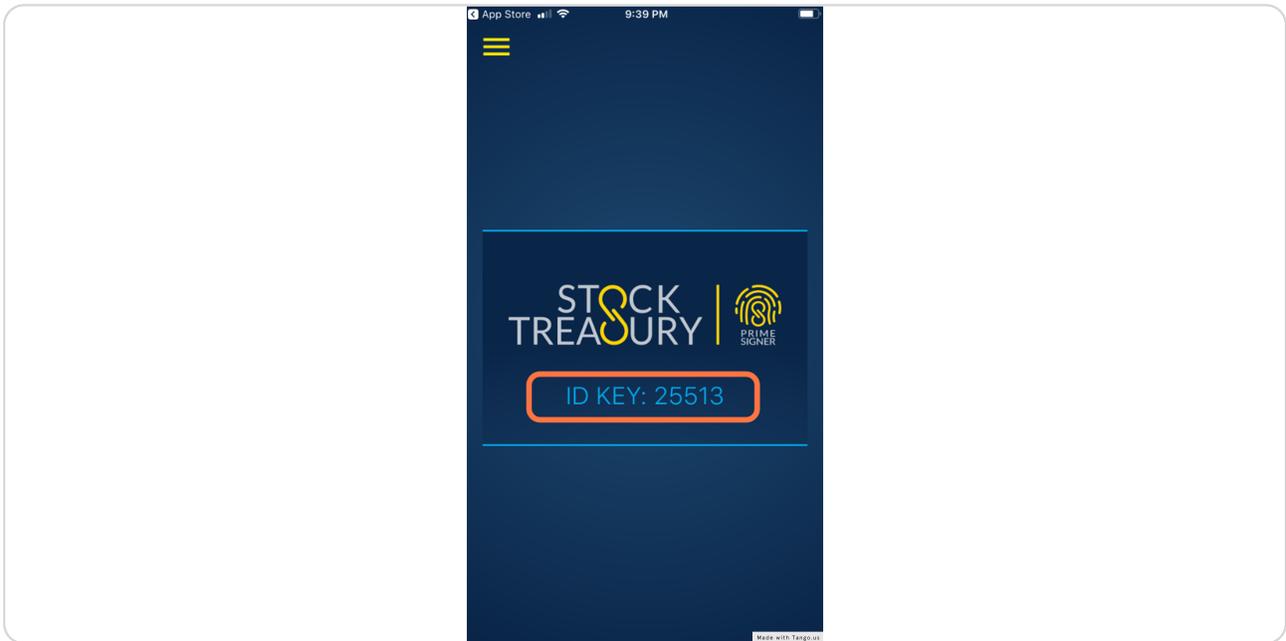**Install the app and click on AGREE AND CONTINUE.**

Allow PrimeSigner notifications.

Allow biometric authentication – fingerprint reader or facial recognition – for PrimeSigner.

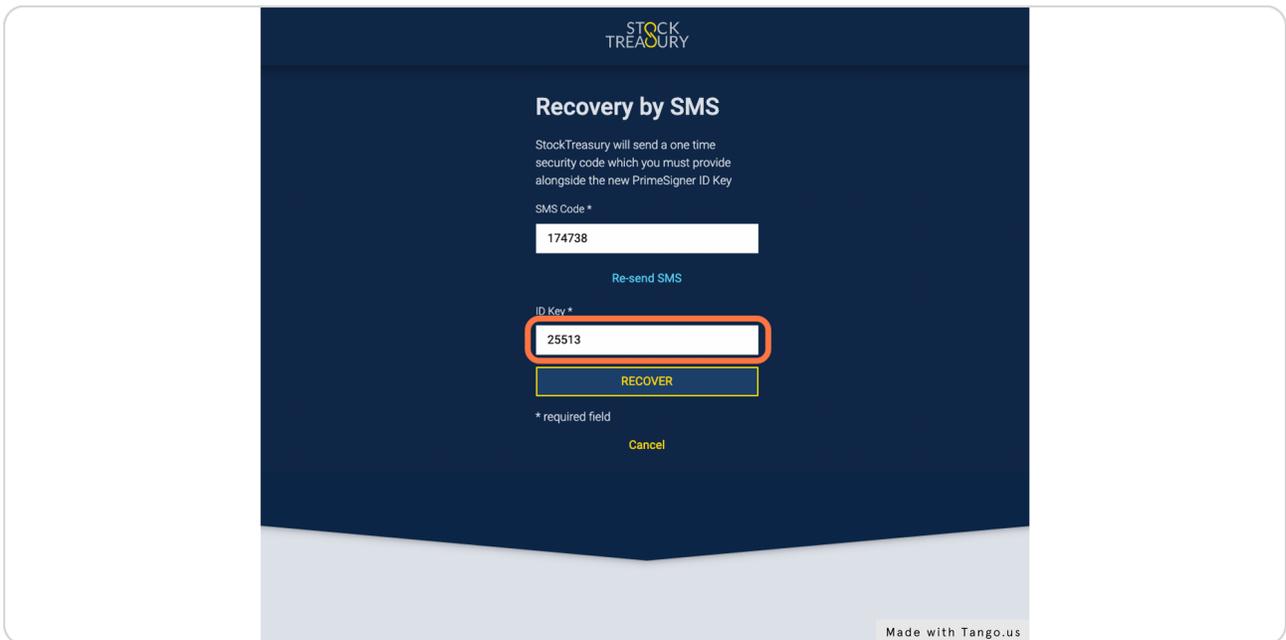**Make a note of your new PrimeSigner ID Key.**

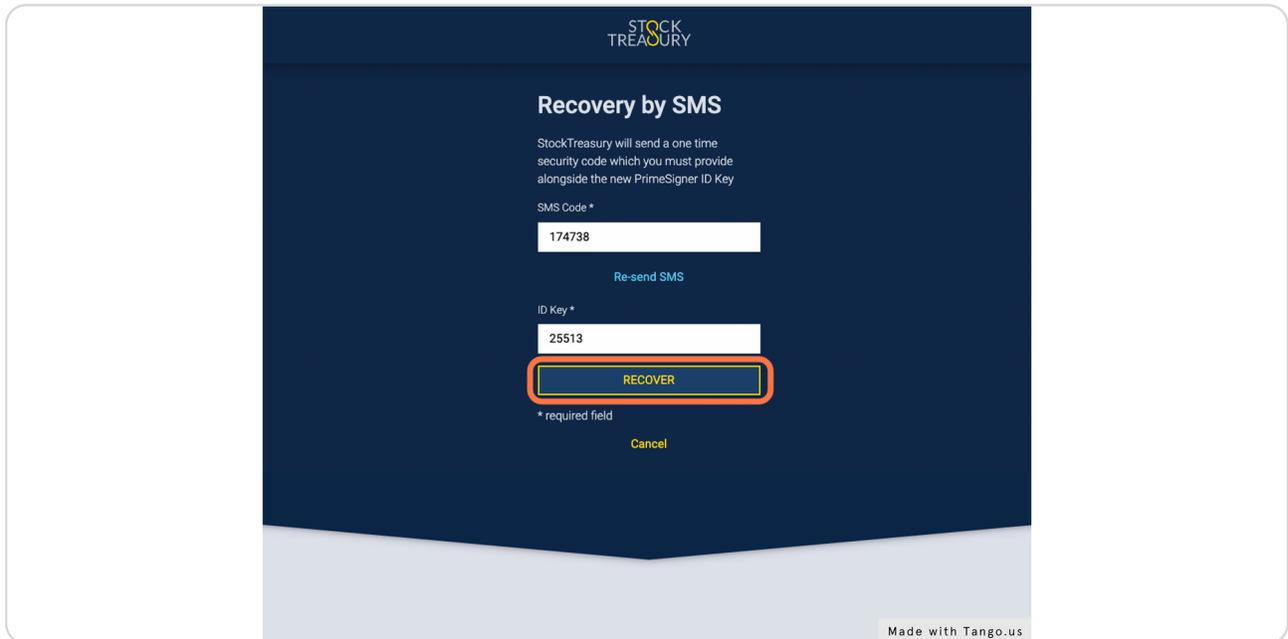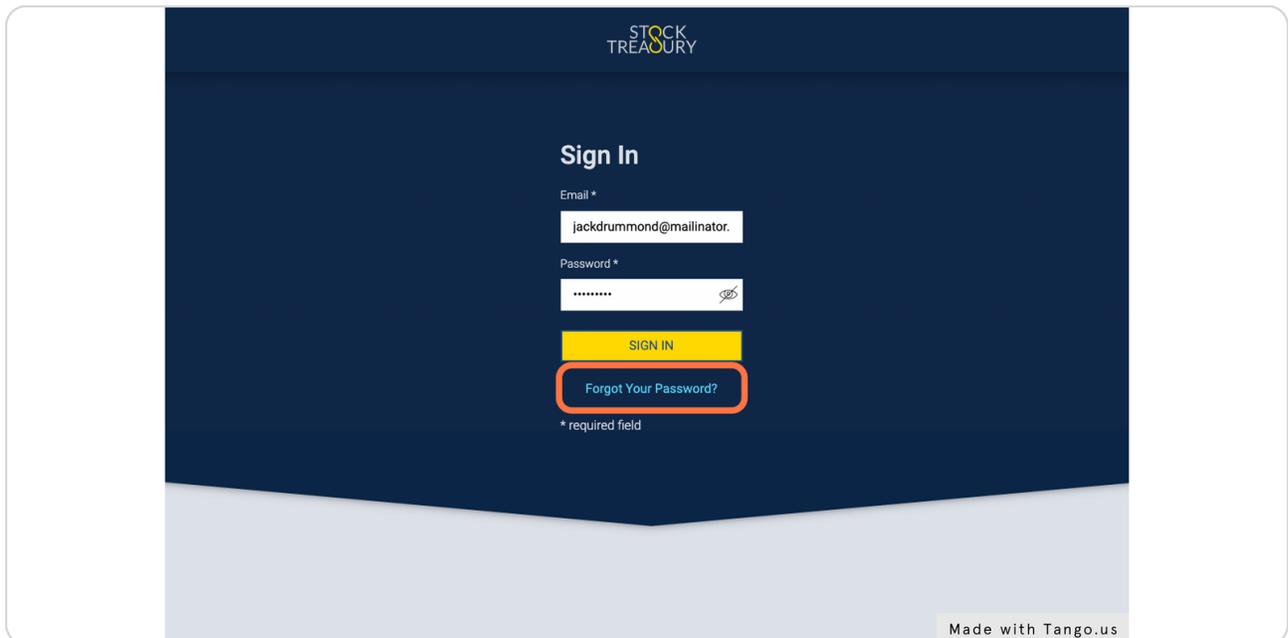**Back on the Recovery by SMS page, enter your fresh ID Key. If the SMS code has expired, resend the SMS.**
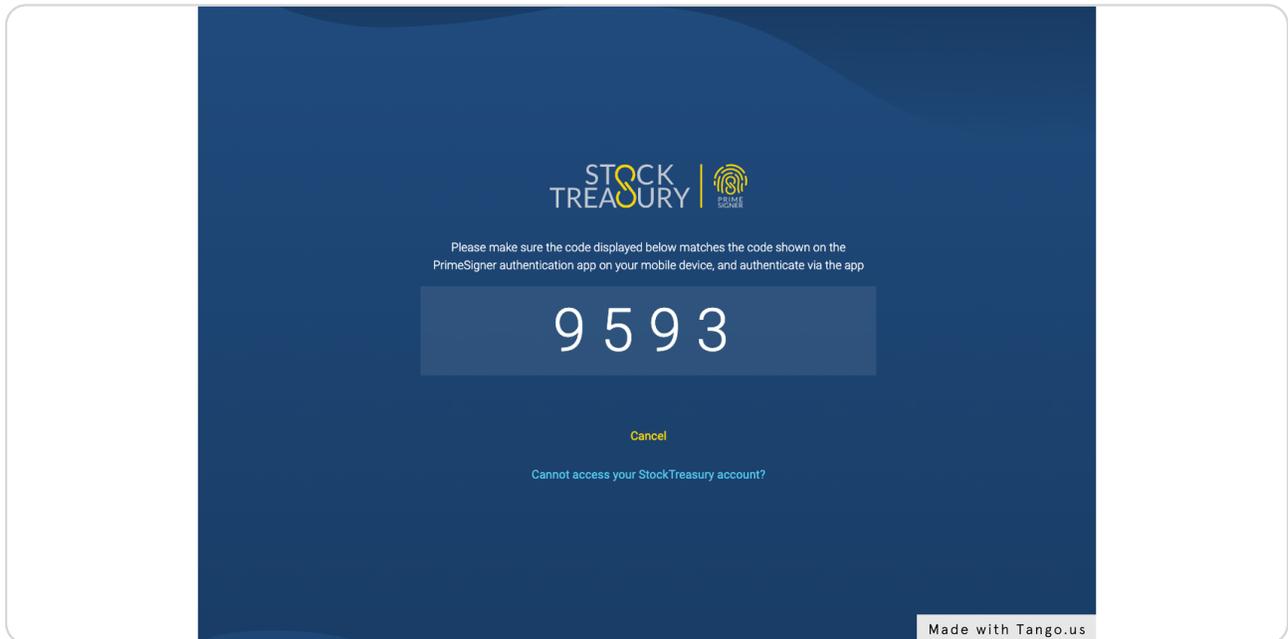
Click on Recover.

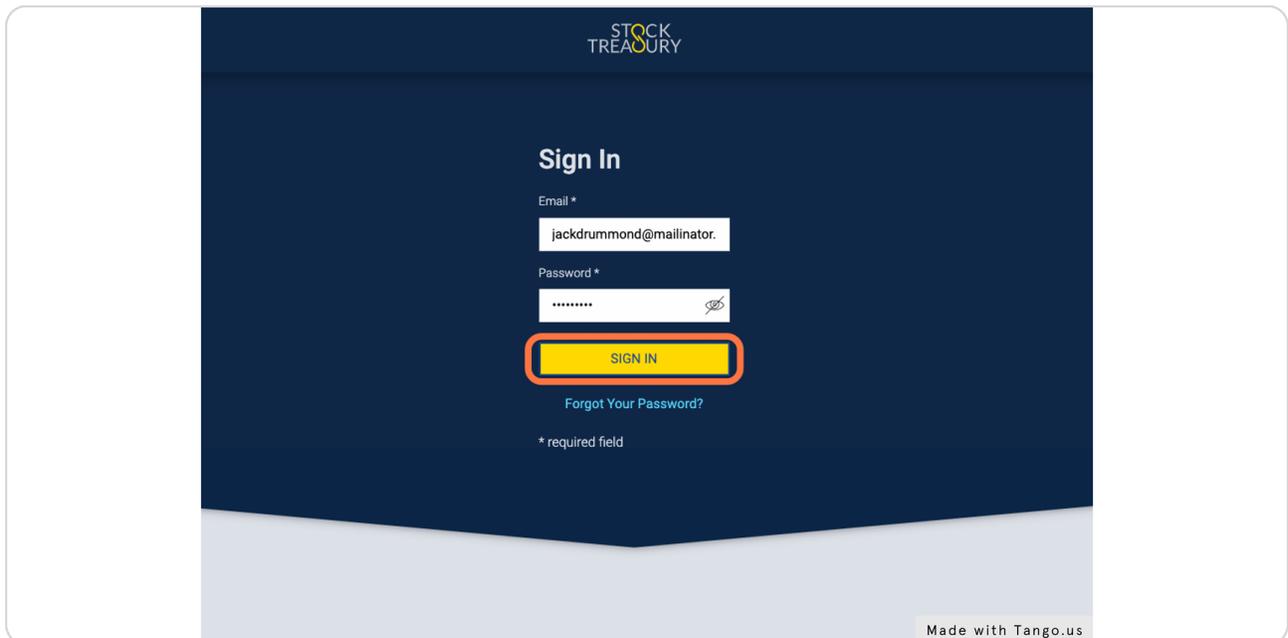**Reset your password one more time to complete the account reset. Refer to steps 1–7.**

Once the code page opens, proceed in the PrimeSigner app.

You should now be able to sign in and use your StockTreasury account. Need more help? Please let us know at support@stocktreasury.com

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