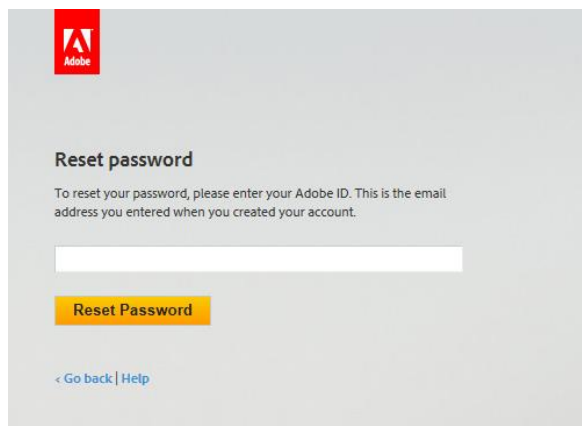


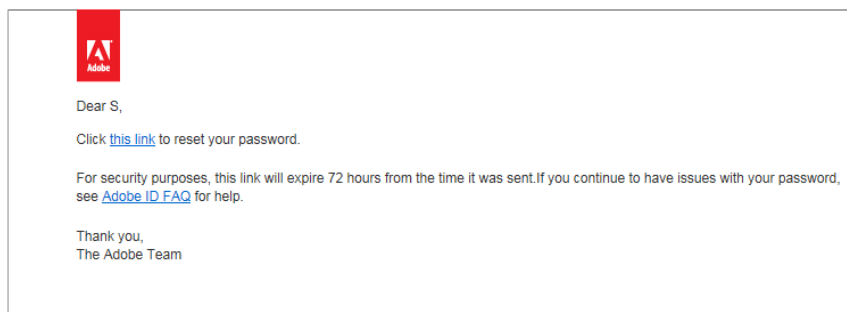
How to reset your Adobe ID password

- Go to the following address: www.adobe.com/go/passwordreset
- Enter your email address into the box and click “Reset Password”

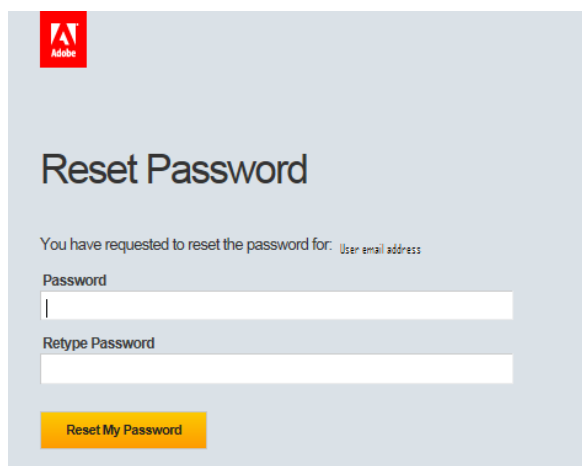


The screenshot shows the Adobe password reset page. At the top left is the Adobe logo. Below it, the heading "Reset password" is displayed. A message states: "To reset your password, please enter your Adobe ID. This is the email address you entered when you created your account." Below this message is a white text input field. Underneath the input field is a yellow button labeled "Reset Password". At the bottom left, there is a link that says "< Go back | Help".

- Log into your email account and open the email that you receive from Adobe Systems Incorporated.
- Click on “this link” in the email to go to the password reset screen.



- Enter a new password into the top box.
- Enter that same password into the bottom box.
- Click “Reset My Password”.



The screenshot shows the Adobe password reset page. At the top left is the Adobe logo. Below it, the heading "Reset Password" is displayed. A message states: "You have requested to reset the password for: User email address". Below this message are two white text input fields. The first field is labeled "Password" and the second field is labeled "Retype Password". Below the input fields is a yellow button labeled "Reset My Password".

- Be prepared to receive another email from Adobe confirming the password change.
- **Adobe advises that customers change the passwords of any other accounts to banking, credit cards or other online services IF customer's password for Adobe was not unique – i.e. if same password used for other sites.**