



#42771

**TO: ALL CLEARING MEMBERS, EXCHANGES AND ASSET MANAGERS**

**DATE: MARCH 13, 2018**

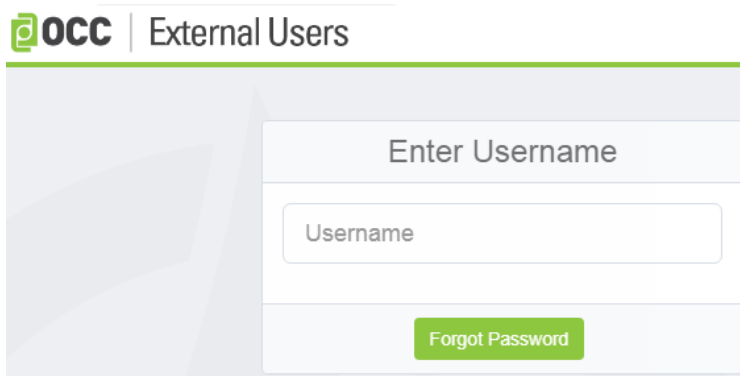
**SUBJECT: PASSWORD RESET ENHANCEMENT**

Effective immediately, MyOCC and ENCORE users are able to reset their own passwords on MyOCC. If a user forgets or needs to reset their password, they can follow the steps outlined below.

Step 1: Click "Forgot your password?" on the MyOCC Login page.



Step 2: On the next page, enter your Username and click "Forgot Password".



Step 3: The user will be required to answer two security questions based on the user's profile and enter a new password. A password must be at least 8 characters and contain at least:

- one uppercase letter
- one lowercase letter
- one number
- one special character

In addition, users should note the following MyOCC account security requirements:

- The user will not be allowed to re-use any of the previous 24 passwords.
- The new password must be at least 50% different from the previous password.

If the user is unable to answer security questions, an authorized administrator at the firm will be required to contact OCC for assistance.

If you have any questions, please contact your Clearing Member representative or the Member Services Help Desk at the following numbers: 800-621-6072 or 800-544-6091. Within Canada, please call 800-424-7320. Clearing Members may also e-mail us at [memberservices@theocc.com](mailto:memberservices@theocc.com).