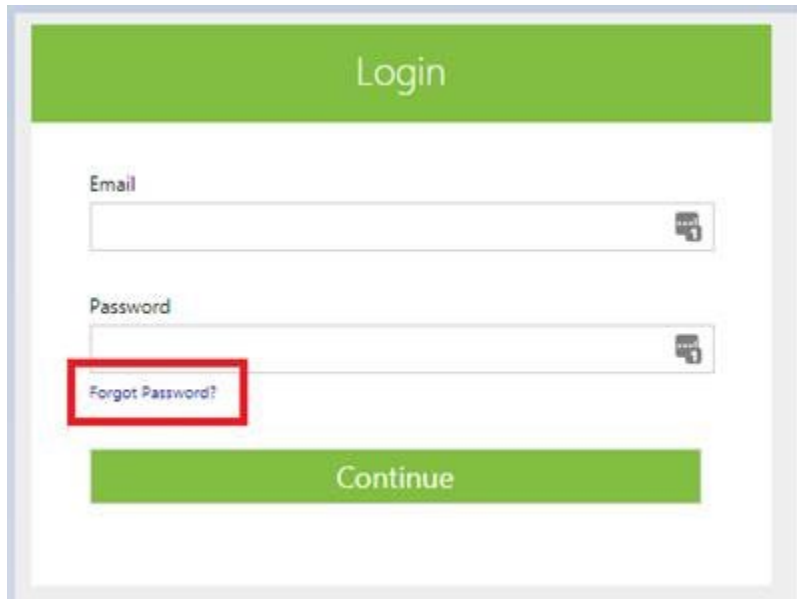


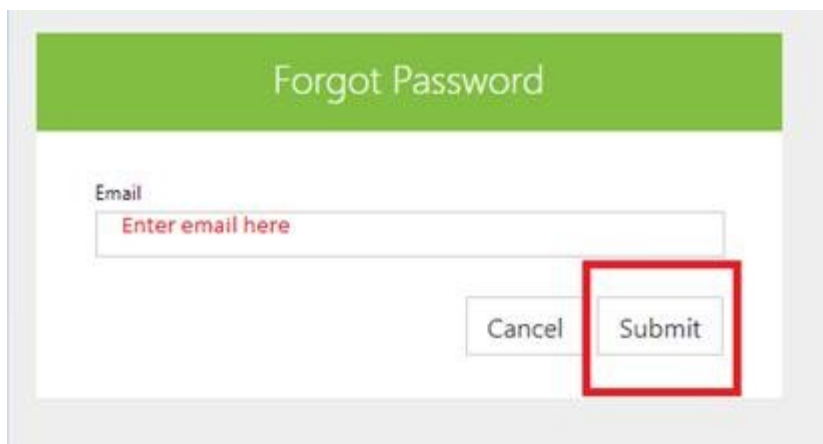


HOW TO RESET YOUR PORTAL PASSWORD

1. In order to reset your password, you will want to navigate to <https://palmtreeconsult.firmportal.com/login> and select the Forgot Password button.

A screenshot of a web portal's login page. At the top is a green header with the word "Login" in white. Below the header are two input fields: "Email" and "Password", each with a small icon on the right. A red rectangular box highlights the "Forgot Password?" link located below the password field. At the bottom of the form is a green "Continue" button.

2. After that please enter your email into the email section and press submit.

A screenshot of a web portal's "Forgot Password" page. At the top is a green header with the text "Forgot Password" in white. Below the header is an "Email" input field with the placeholder text "Enter email here" in red. At the bottom right of the form are two buttons: "Cancel" and "Submit". A red rectangular box highlights the "Submit" button.



3. Leave the webpage open so that the email link you will receive can open in the same browser. You will receive an email from notifications@abacusnext.com that looks like the following:

Hello,

A password reset has been requested for this account.

Please click the following link or paste it into your browser to setup a new password.

The password reset link will expire in 2 hours.

[Password Reset](#)

4. As explained in the email, the link will expire in 2 hours and should be opened in the browser used to send the email. After clicking the link, it will send you to the webpage to reset your password. If after clicking the link it does not send you to a webpage with the following image below, please copy and paste the link into the browser you used to resend your password.

A screenshot of a web form titled "Change Password" with a green header bar. The form contains two text input fields: "New Password" and "Confirm New Password". Each field has a small circular icon with a key symbol on the right side. Below the fields is a "Submit" button.

5. Enter your new password into these fields and click Submit. You should be able to login successfully after this with your new password.