Did you know your clients have the ability to reset their Liberty passwords? On the Liberty login screen, there is a link called “Help me recover my password” and as long as they have an email address on file, clients can reset their own password.

When requesting a new password using the “Help me recover my password” link, the client enters his or her email address and answers the identity question. If these entries match the information on file, a temporary password is emailed to the client. After the client logs in to Liberty using the temporary password, the system will then prompt him or her to create a new password.

Did you know you can reset your client, representative and back office personnel Liberty logins as well? To do this, navigate to the “Client Management” tab in Liberty and click the “Users” link. In the search box, type the user’s name, account number, or Rep ID. You can also select “All User Types” in the dropdown tab in the middle of the screen.

When you locate the user, click the radio button to the left of the login ID and then click “Edit” in the lower right hand corner. You will be directed to a new screen where you will choose a new temporary password and confirm the password. Click “Save” in the lower right hand corner.

If you have questions about resetting passwords, please contact your relationship manager.