

## Horizon Support Portal

### How To Change Your Password

#### TO ACCESS THE HORIZON SUPPORT PORTAL:

1. In **Version 11 programs**, select **Help > Horizon Support Portal** in the upper right corner.  
In **Version 16 programs**, select **Support > Horizon Support Portal** in the upper right corner.  
Or, click the link below:  
<https://support.horizon-is.com/scripts/texcel/customerwise/clogin.dll>
2. Log in by entering your email address.
3. Next, enter your password.
  - ▶ **NOTE:** Unless you have changed your password, the default is *horizon*. We highly recommend changing your password from the default after entering the portal.

#### ACCESS CONTACT INFO:

1. Click on the tab labeled **Customer** at the top of the screen.
2. Click on your name.
3. In the right hand corner, click on the **Change Password** button.
4. Enter existing password.
5. Enter and verify new password.
6. Click **Submit** in the right hand corner. The system will redirect you to the **Contact Info** screen.
7. Click **Submit**, and close the Contact tab at the top of the page.
8. Log out and back in using your new password.

#### CAN'T REMEMBER YOUR PASSWORD?

1. Go to the portal login screen.
2. Enter your email address.
3. Leave password field blank.
4. Click submit.
5. Check the box "I forgot my password..."
6. Click submit.
7. A new password will be securely emailed to you.
  - ▶ **NOTE:** If you do not enter the correct email address, the "I forgot my password..." box will not populate. Please call notify your Contact Admin.