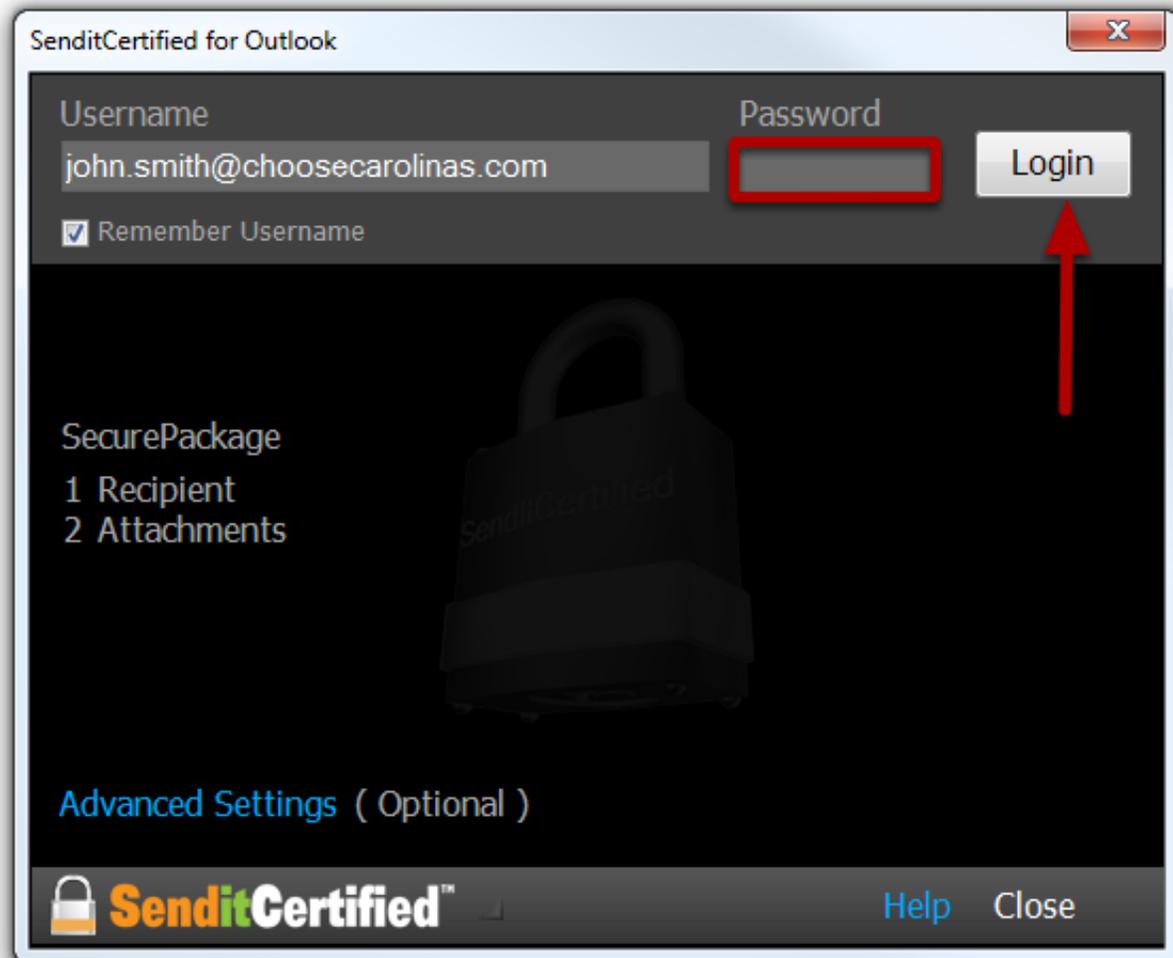
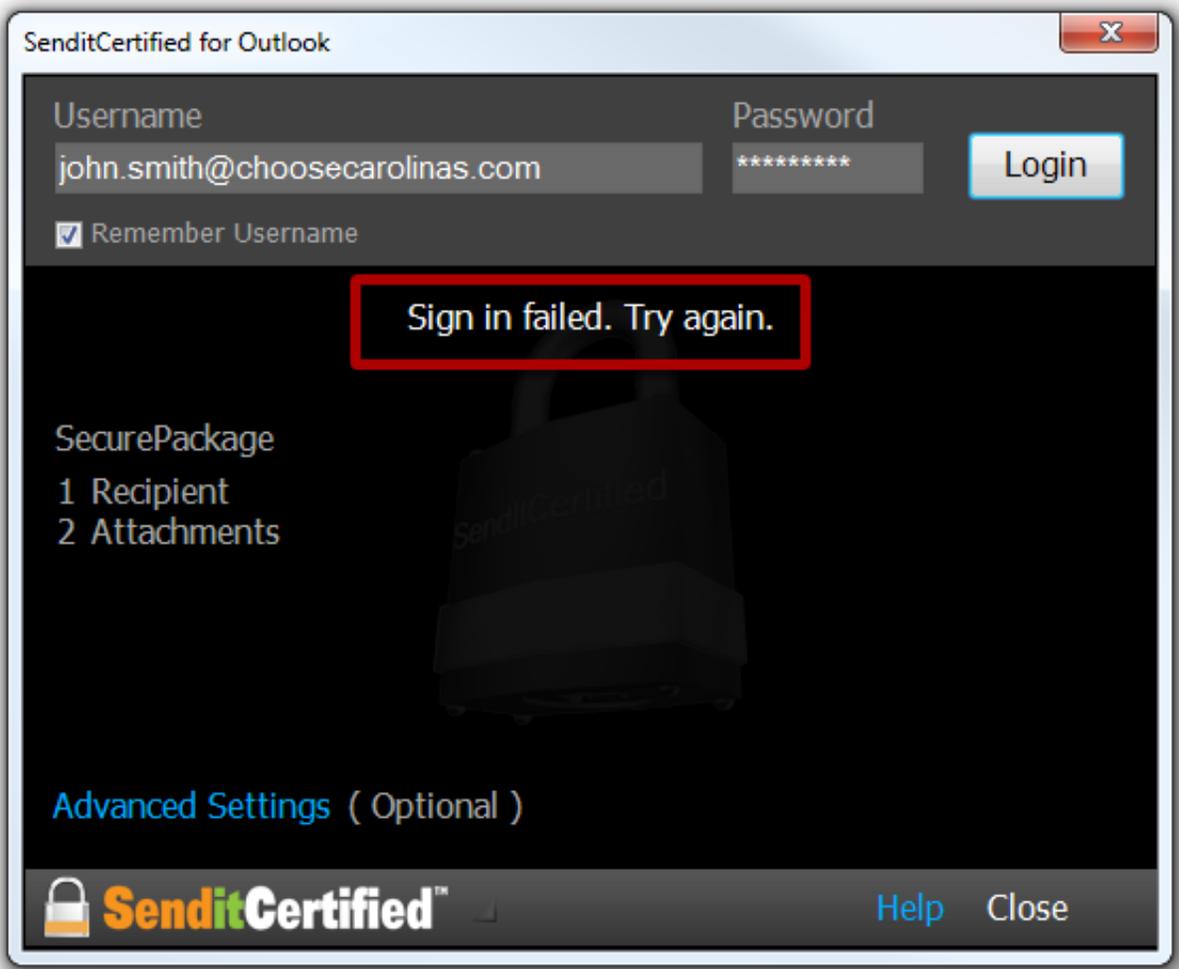


Are you having Password trouble with SenditCertified for Outlook?



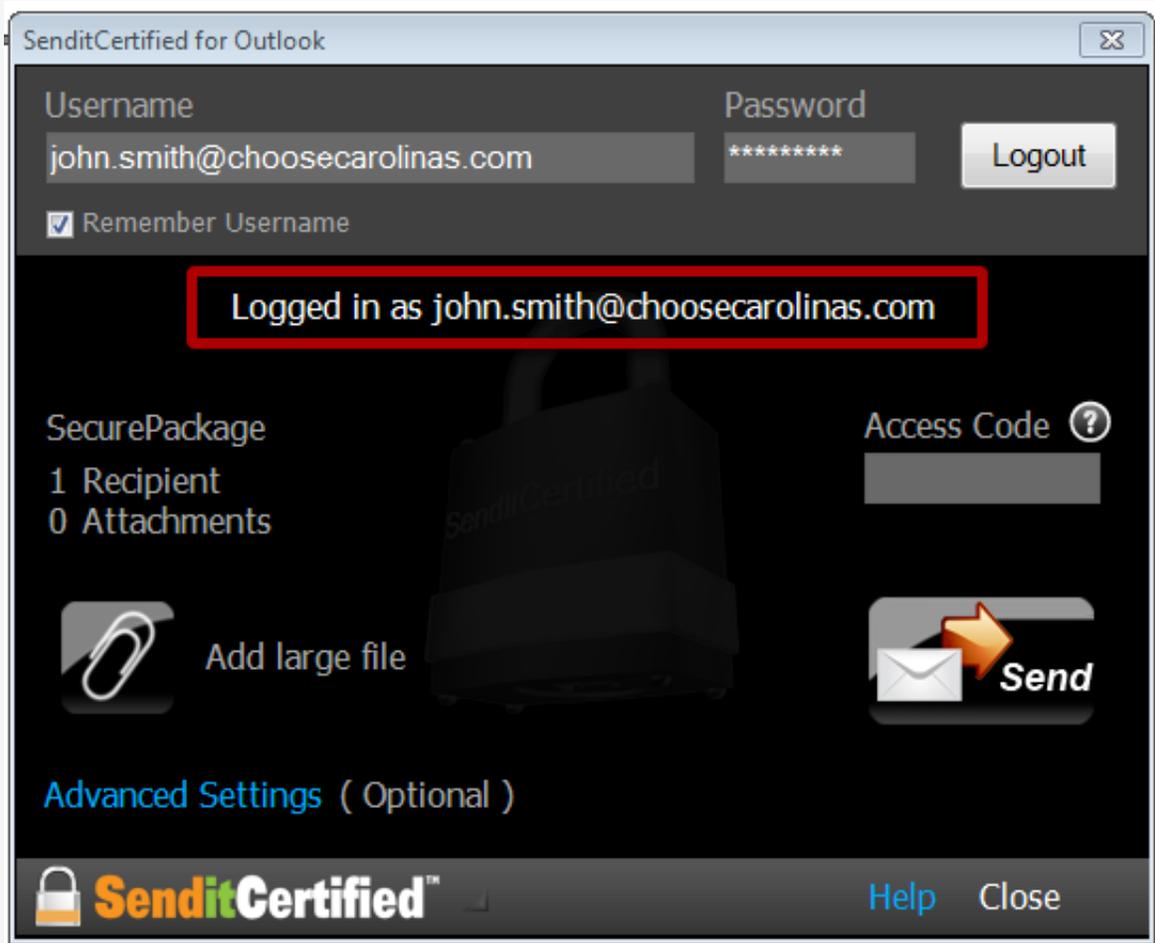
Before you send a SecurePackage in SenditCertified for Outlook, you need to establish a secure connection with your SenditCertified account. The "**Password**" is the same password used to access your web account and it is also **CASE SENSITIVE**.



If "Sign in Failed" is displayed it is likely a typo or case setting for one or more of the characters for the account password. It is best to retry the password when this message is displayed.

Note: If you cannot authenticate and Login, SenditCertified recommends that you follow the reset password process to ensure you use the exact password in SenditCertified for Outlook moving forward.

<https://privacydatasystems.zendesk.com/entries/20002783>



Once you have reset your password please try again to login to SenditCertified for Outlook. Upon successful login a message will be displayed to indicate a "**Logged in**" status, so you can now send your SecurePackage.