

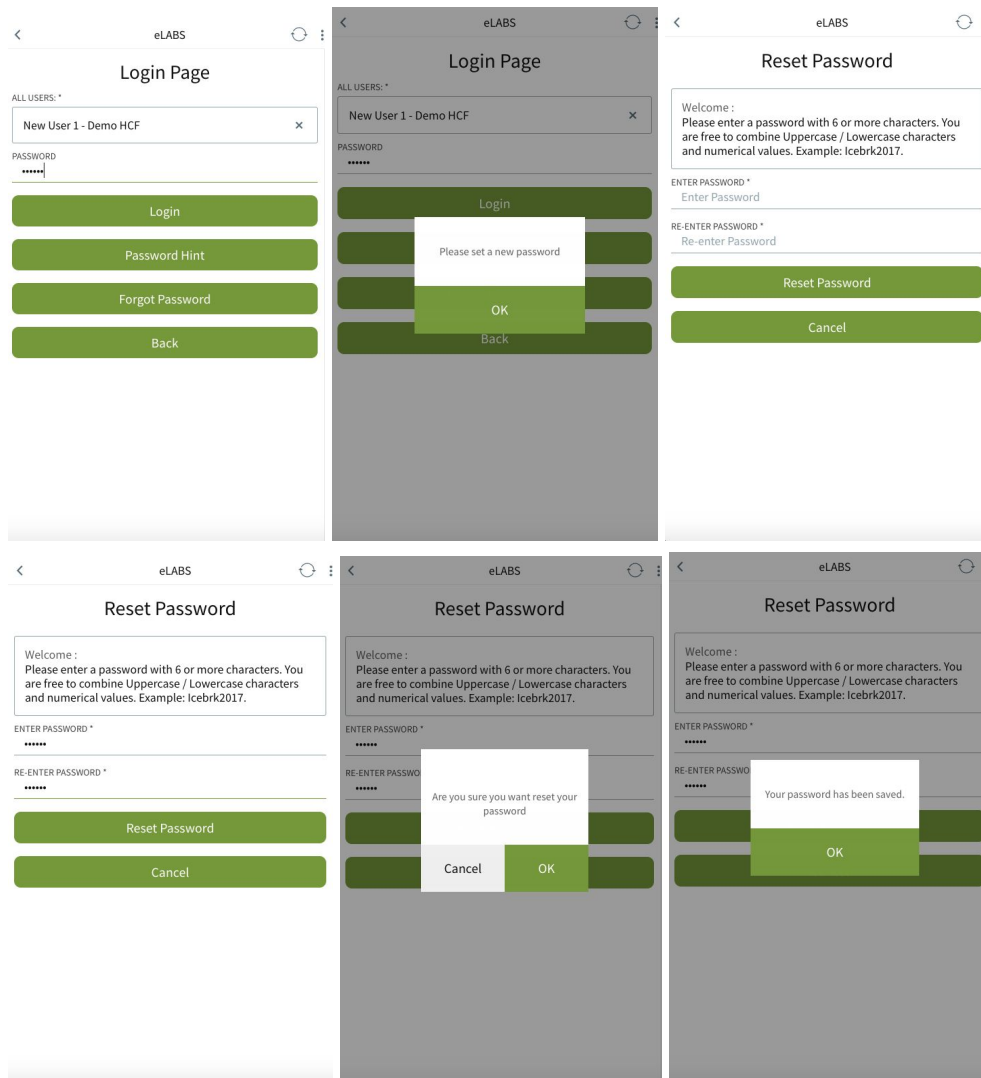
What's new?

We are happy to announce that the following changes will be available on your eLABS mobile App from **Monday, 18 February 2019**:

Mobile Users:

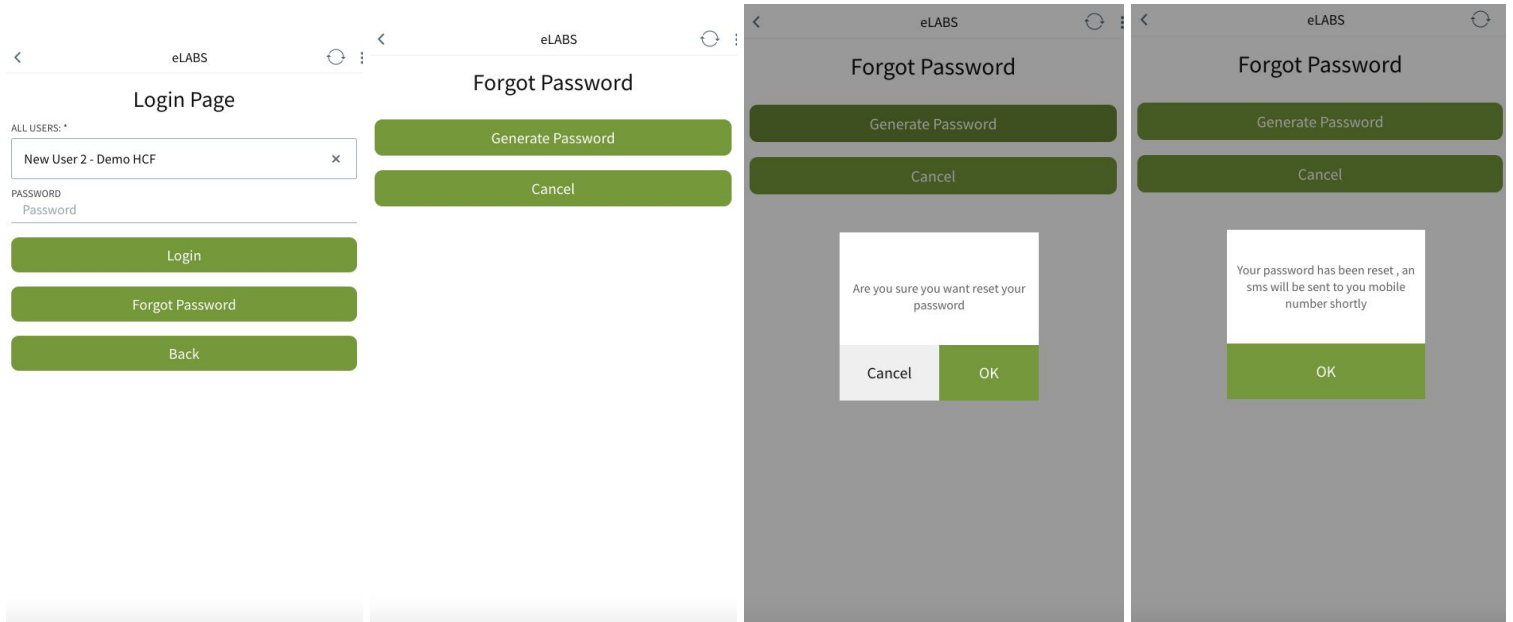
The process to set and reset passwords have changed. This is to ensure additional protection of your data. The process will now work as follow:

NEW USER setting password for the first time (using DEFAULT PASSWORD 123456):



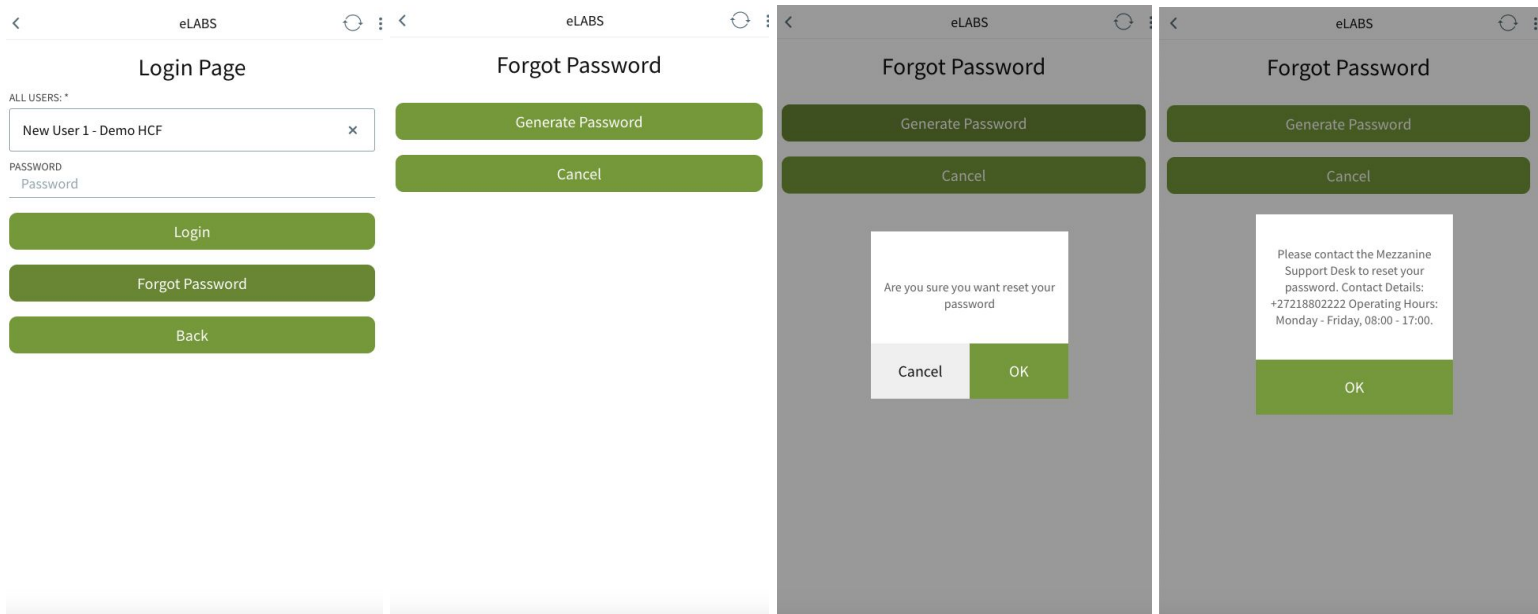
FORGOT PASSWORD (user with a VALID cell phone number):

An SMS will be sent with a default password that will navigate the user to reset their password.



FORGOT PASSWORD (user with NO or an INVALID cell phone number):

The support desk will provide the user with a default password that will navigate the user to reset their password.



PLEASE NOTE: You will no longer be able to see your password HINT!