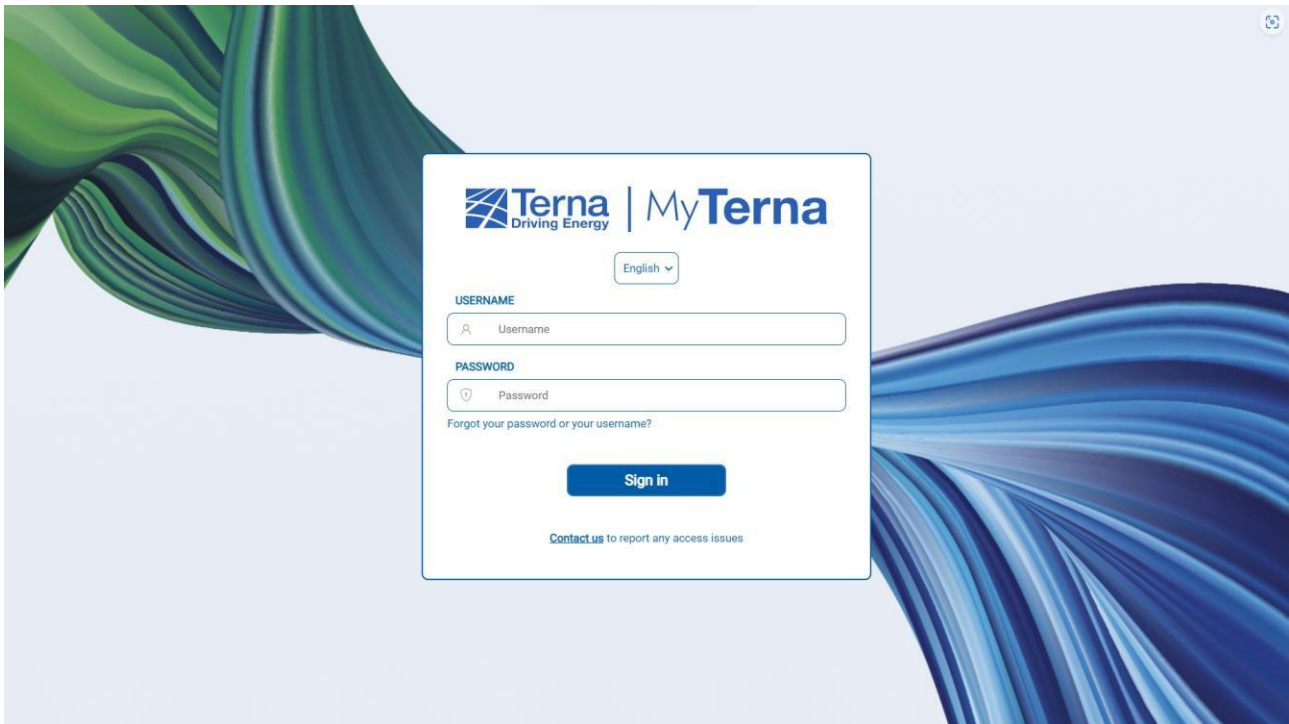


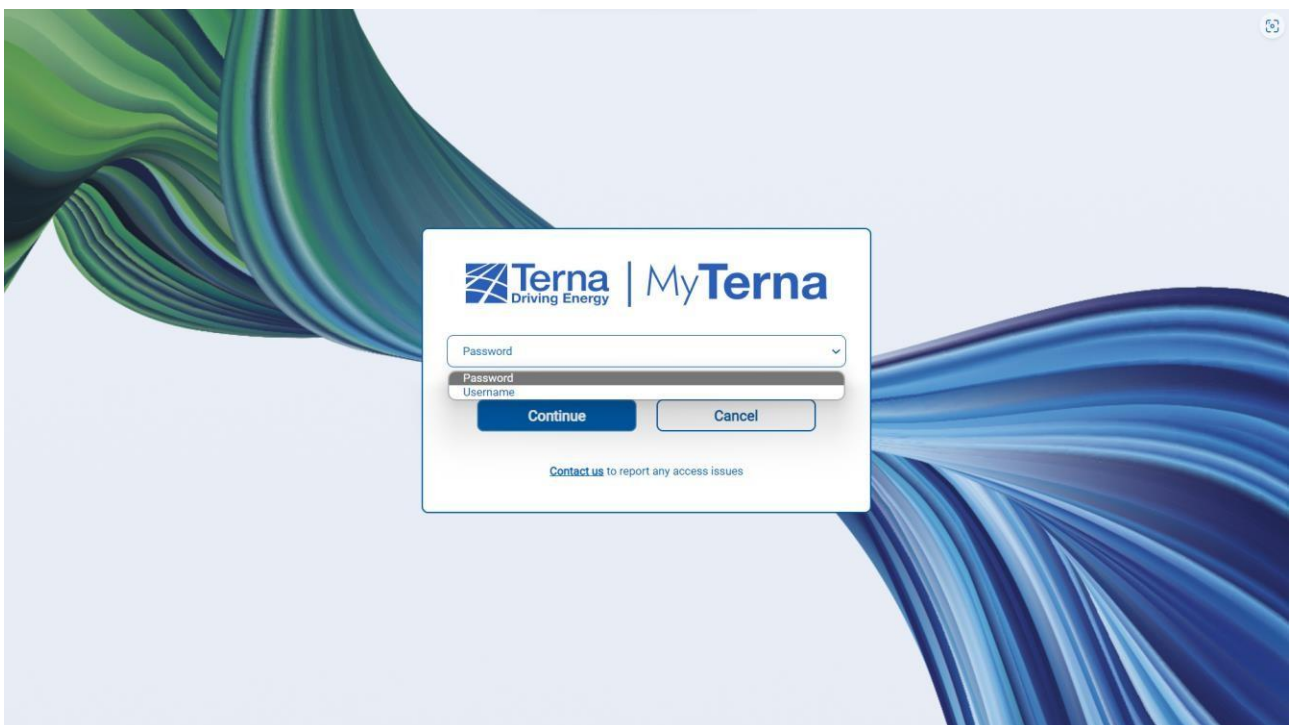
**HOW TO RESET
PASSWORD TO
ACCESS THE
MYTERNA PORTAL**

After clicking on the log in button, follow these simple steps.



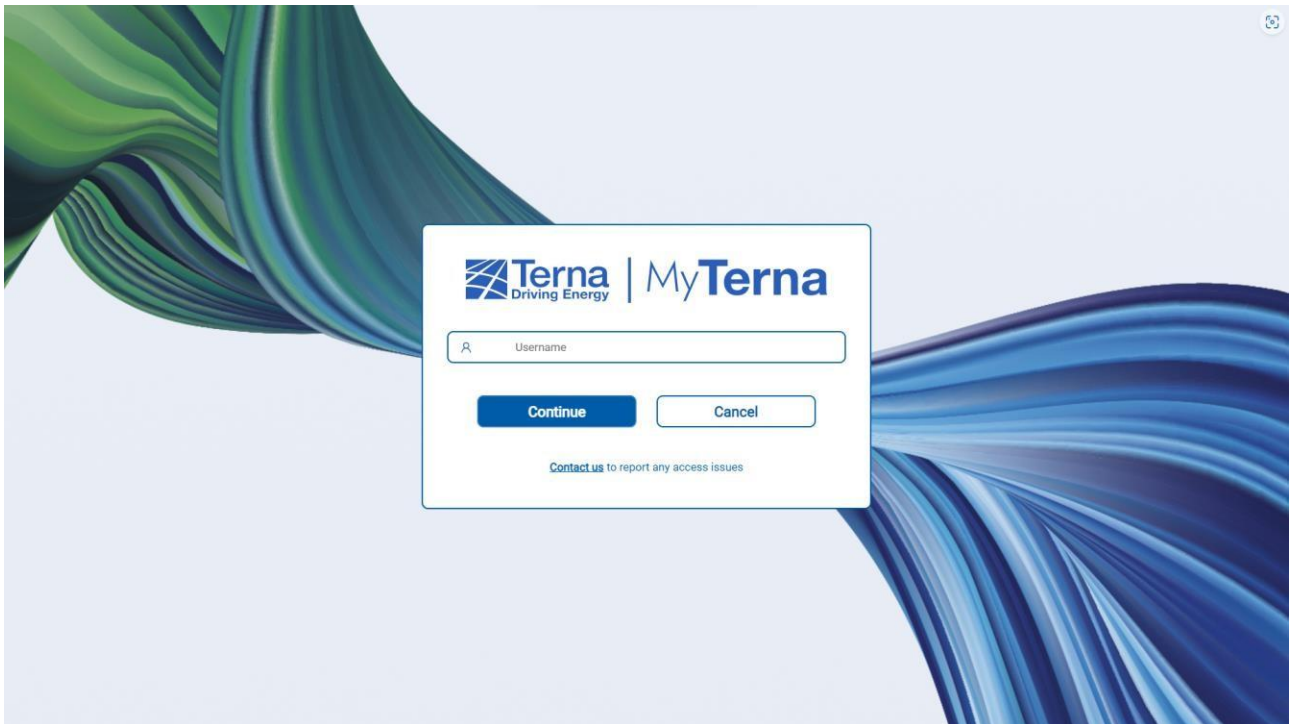
The screenshot shows the Terna MyTerna login interface. At the top left is the Terna logo with the tagline "Driving Energy" and the text "MyTerna" to its right. Below the logo is a language selector dropdown set to "English". The form contains two input fields: "USERNAME" with a magnifying glass icon and "PASSWORD" with a shield icon. Below these fields is a link that reads "Forgot your password or your username?". A blue "Sign in" button is positioned below the link. At the bottom of the form, there is a link that says "Contact us to report any access issues". The background features abstract blue and green wavy patterns.

1. Click on the link "**Forgot your password or your username?**"

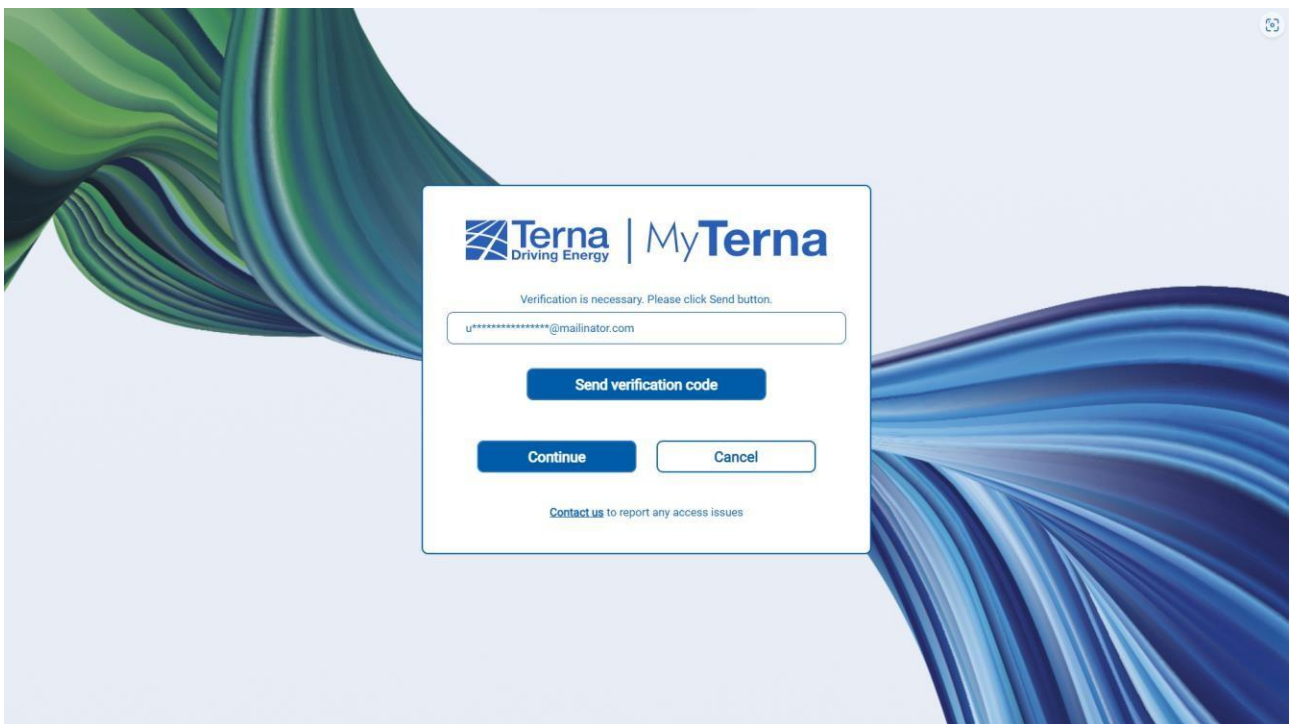


This screenshot shows the same login form as the previous one, but with the "Forgot your password or your username?" link clicked. A dropdown menu is now open, showing two options: "Password" and "Username". The "Continue" button is highlighted in blue, while the "Cancel" button is grey. The "Contact us to report any access issues" link remains at the bottom. The background is consistent with the previous image.

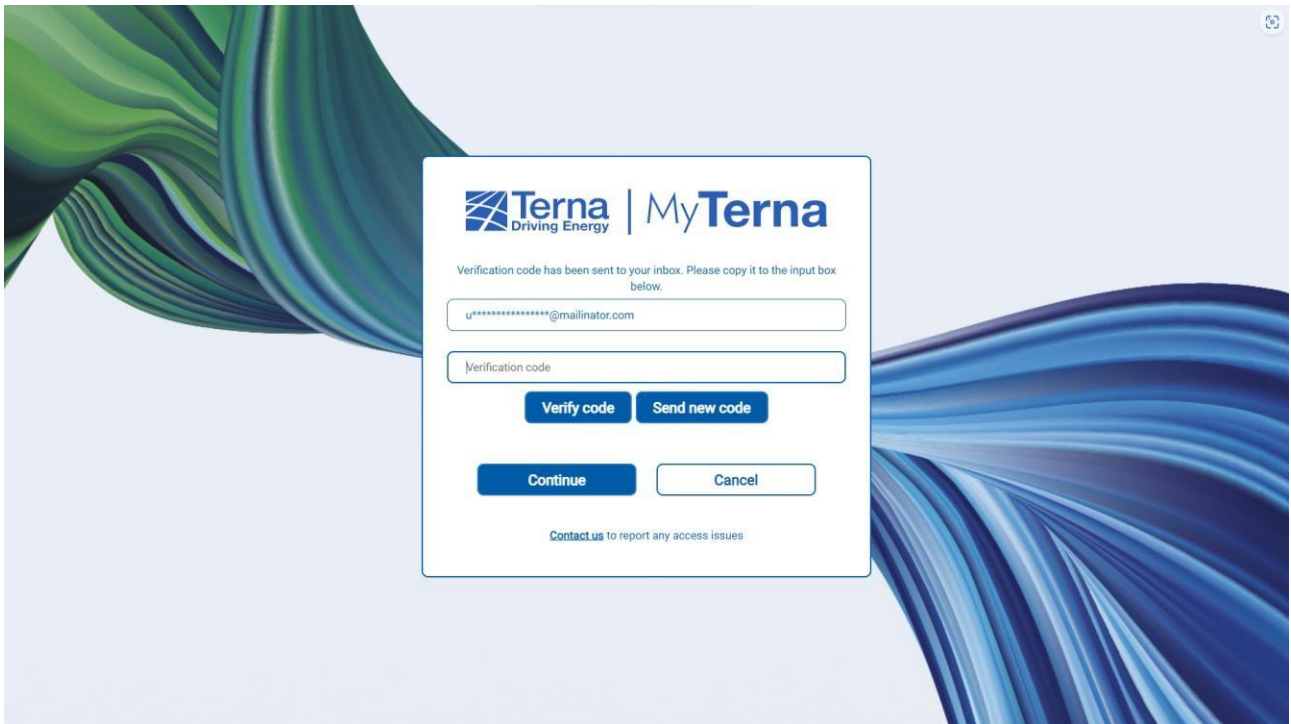
2. Select the value "**Password**" from the drop-down menu and click on the "**Continue**" button



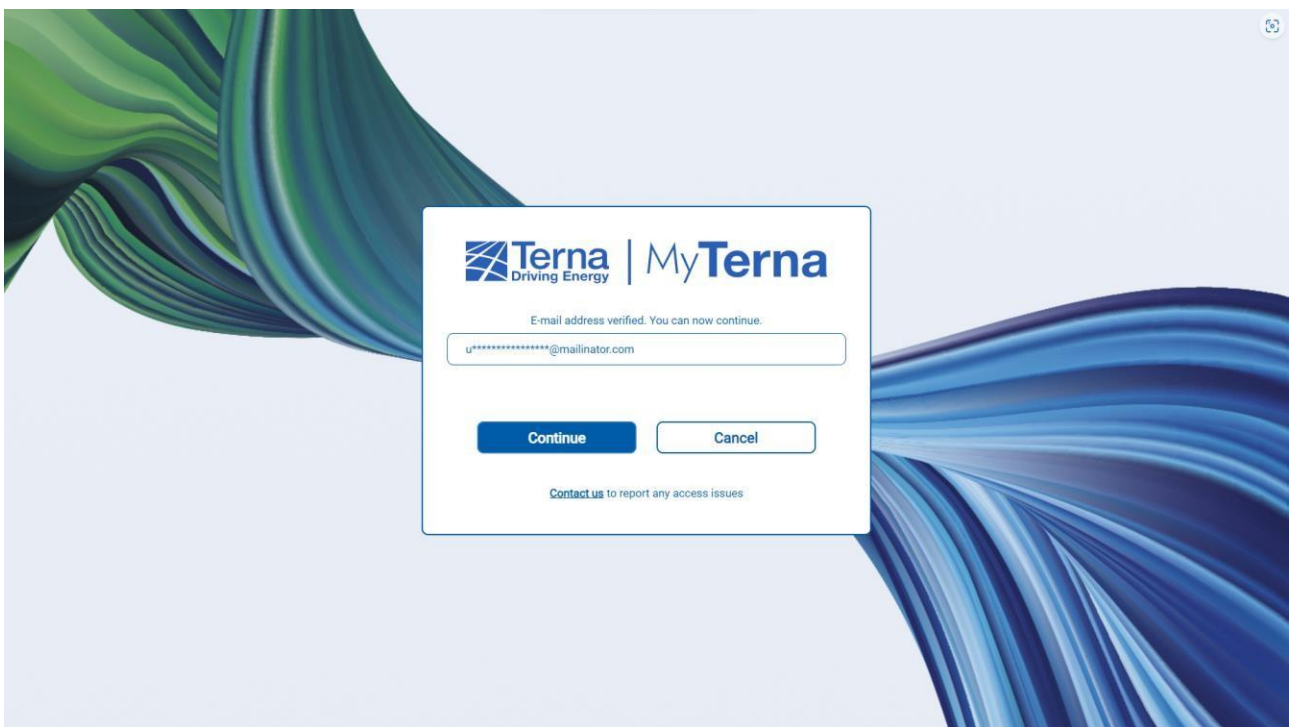
3. Enter the **Username** and click on the “**Continue**” button



4. Click on the “**Send verification code**” button



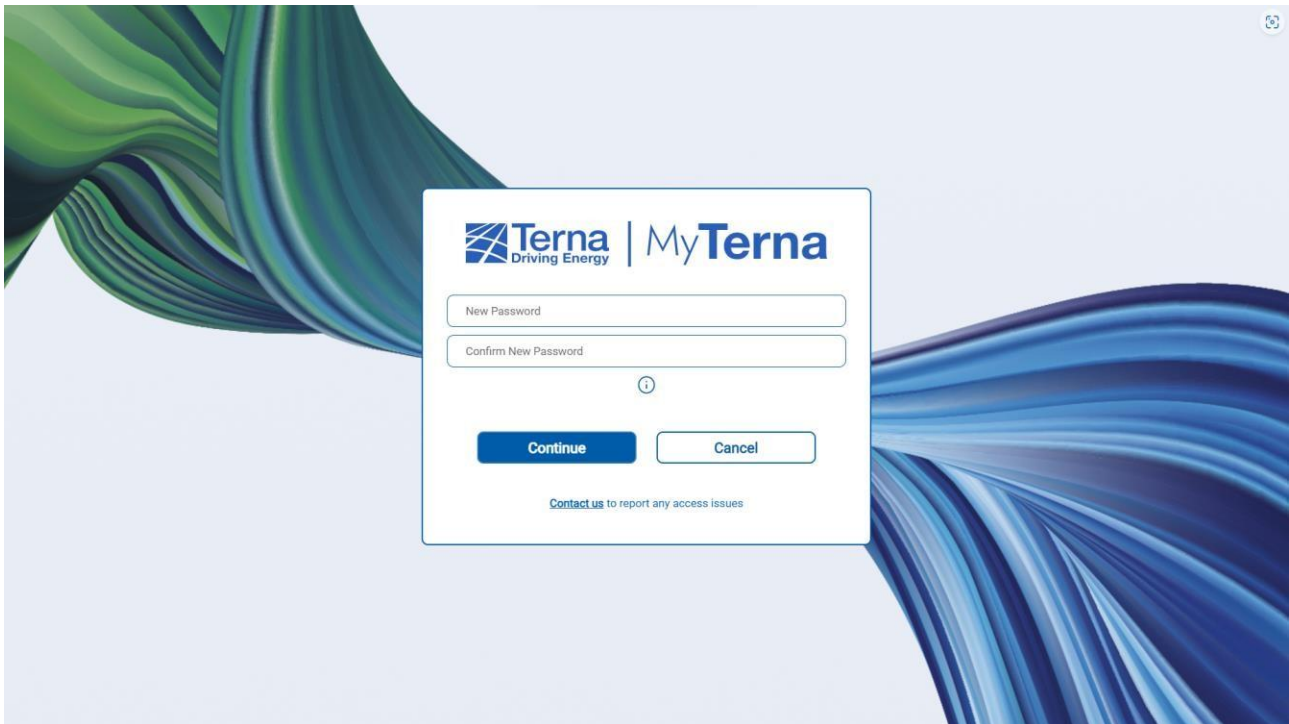
5. Enter the “**Verification code**” received at the entered email address and click on the “**Verify code**” button



6. Click on the “**Continue**” button

7. Select your **country's/region's area code**, enter the **phone number** you desire to use for device verification and click on the **"Send Code"** button. Alternatively, in case you click on the **"Call Me"** button, answer the call and press the **#** button

8. In case of clicking on the "Send Code" button, enter the **Code** received and click on the **"Verify Code"** button



9. Enter the **"New Password"**, confirm it by entering the password again within the field **"Confirm New Password"** and click on the **"Continue"** button

Important: the password must contain at least 12 characters, one lowercase letter, one uppercase letter, one number and one symbol. In addition, it must be different from the last four password used.