



## How to resend client email from a locked case, if client gets locked out from attempting too many times with the wrong pin number or didn't receive the email.

1. Log back into the case and go to the customized email screen.



2. The button that said "send email" before, will now say "resend email".



3. Click on this and your client will receive a new email with a new link to sign the application.



4. Call your client to inform them that the new email is on its way, and have them log in with the last 4 digits of their SSN.