

AEP Ohio's BPP/BOLT – iForgot Instructions



Ohio Choice Operations February 2023

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New User Account Email example:

* An email will be sent for New AEP Account with a [One-time use link](#) to navigate you directly into your iForgot.com account.

New AEP Account

An AEP enterprise user account has been created for you.

- Confirm and register your account using the button below, or copy and paste the URL into your browser.
- This link will automatically log you into [iForgot](#). Please allow time for it to do so.
- This is a [one time](#) use link. If the registration process is stopped at [anytime](#), please ask for a new link.

[AEP iForgot Registration](#)

https://iforgot.aep.com/#?request=Fskmuurb4nHdENZrhAQbBIKWzup026BMC4PrYQf4oWate4dNcGLoVHzuP5UCXRgev6HZGJLPfarQvUSfOai8OKulmvzCbwrR3wddfx1ITsd0s5q7Mu1or5gALKUlyp4yA03RugGKyxHst34wiKR1d-N2Scp8eSyyzXh4YAozYzR0Gslfkcar06oPHYksR4USuIqmTck6-P75iIH_eqN4x6FcintmTvipUuoZaBzCQG6jiHofziQJzOnK0izh6UNARLW5x_wZqeUGd-5umuoEzJiz6HnPiLVN1fDKSQk9hUjmiymO2NigrBIE7wHILmnpCihVJRCvEG_AB2d_Vvuw

FAQs:

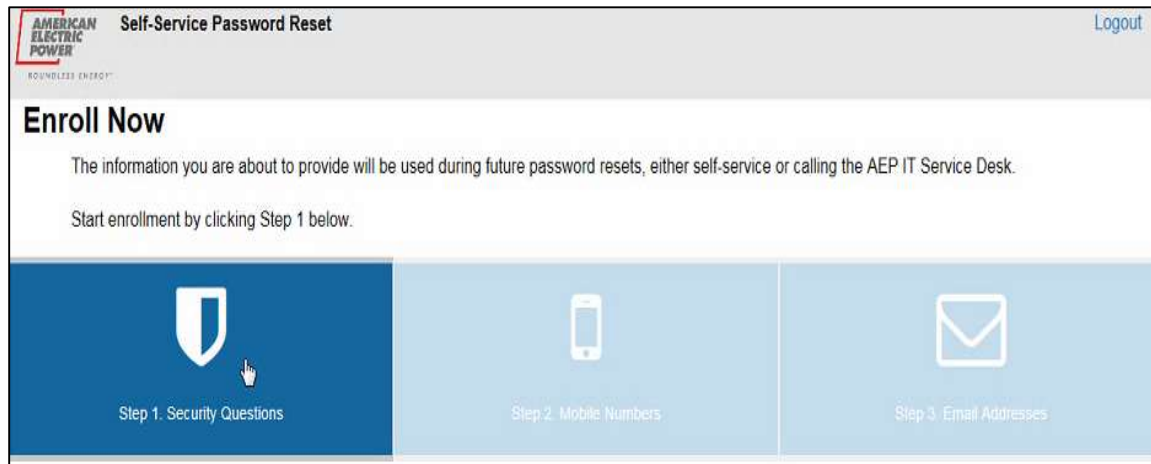
Q: I have registered my AEP enterprise user account through [iForgot](#), but I'm not sure how to access the AEP applications I need to do my job. What should I do?
A: Reach out to your AEP representative. They can provide URLs and instructions for downloading the appropriate AEP applications.

Q: What should I do if I have forgotten my password?
A: Your password can be managed through [iForgot](#). Use the [Trouble Signing In?](#) option to recover a forgotten password.

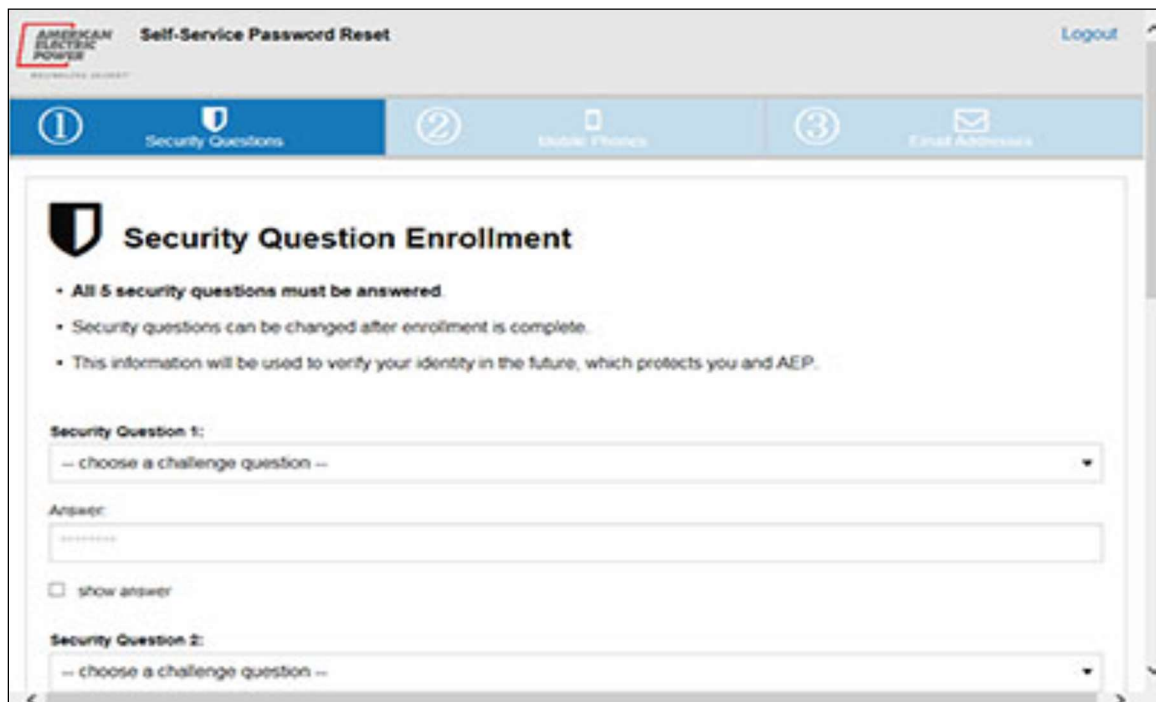
Q: I tried to recover my password through the [Trouble Signing In?](#) process, but I keep failing my challenge questions. What should I do?
A: For assistance with any password issues that can't be resolved using the [Trouble Signing In?](#) process through [iForgot](#), contact AEP Admin, [AEP Admin Email](#), or your AEP Representative.

If you believe you have received this email in error, please notify AEP Admin, [AEP Admin Email](#).

1.1: Once you click the one-time use URL link in your email, you will be navigated into your iForgot account to begin the initial set up.



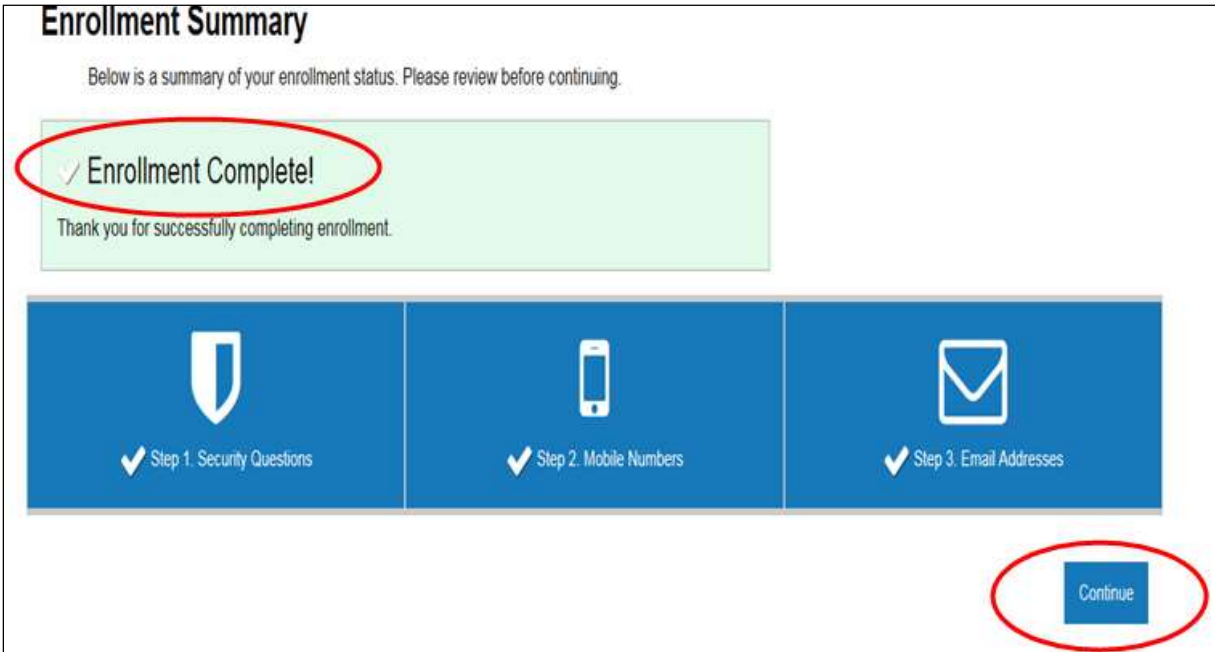
1.2: You will be prompted to answer 5 security questions as shown on the screen below:



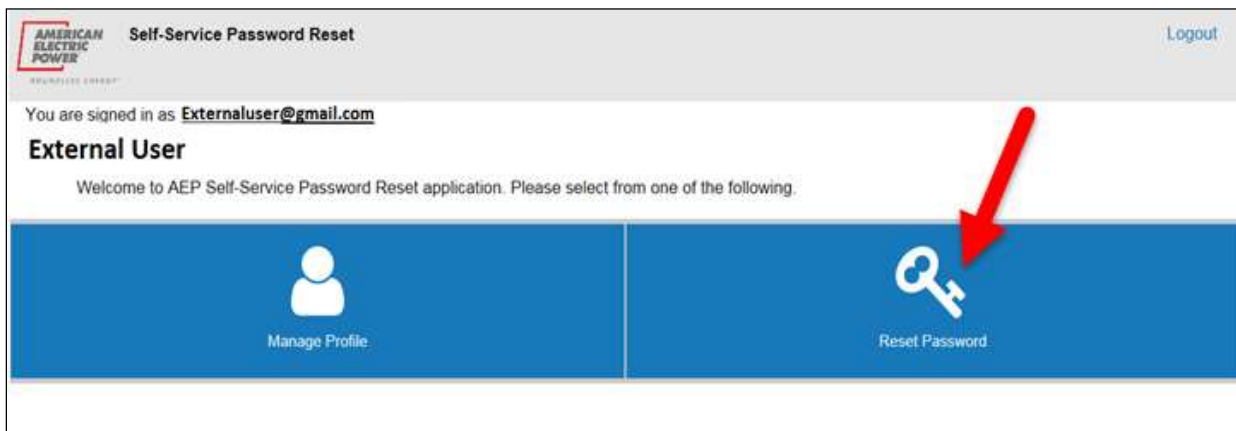
1.3: You will be prompted to add either an email address or a mobile phone number in order to receive a verification code either by email or text to continue with the iForgot registration process.

1.4: You will be prompted to select if your computer is public or personal. You must select either “Yes” or “No” and then select “Continue”.

1.5: You should then receive the “Enrollment Complete” screen shown below. Click “Continue” to advance to the “Self-Service Password Reset” screen.



1.6: On the “Self-Service Password Reset” screen, click the “Reset Password” icon as shown below.



1.7: On “Reset Password” screen enter New Password to use going forward. Click “Change Password”.

Reset Password

Please note that according to AEP policy, your new password must not be a previously used password, contain a minimum 8 characters, lowercase letter, uppercase letter and at least 2 numbers or special characters +!@#%&_?=- combined.

Current Password

show password

New Password

show password

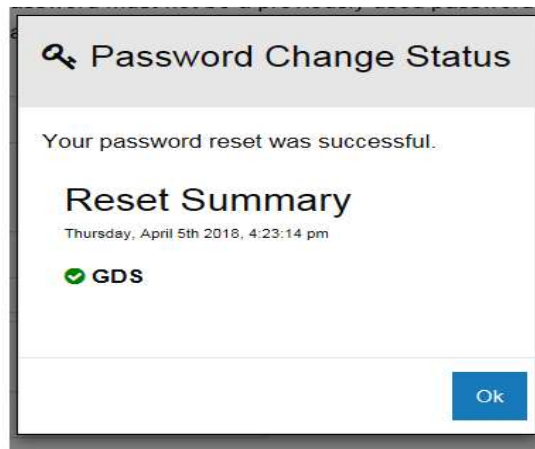
Confirm New Password

show password

Please click here to see where your password will **not** be reset. (This link is only accessible inside the AEP network)

Cancel Change Password

1.8: The “Password Change Status” window will display to indicate the reset was successful.



1.9: Once new password is created, you can access BPP sign-on using this link: <https://bpp.aep.com/>. Enter the **email address registered with AEP Ohio**, and your newly established **Password**. Click the “Home” icon to reach BPP Homepage or any Header Tab to begin navigating your session.

AMERICAN ELECTRIC POWER

BOUNDLESS ENERGY™

AEP SAFE Logon

[Trouble Signing In?](#)

Username

Password

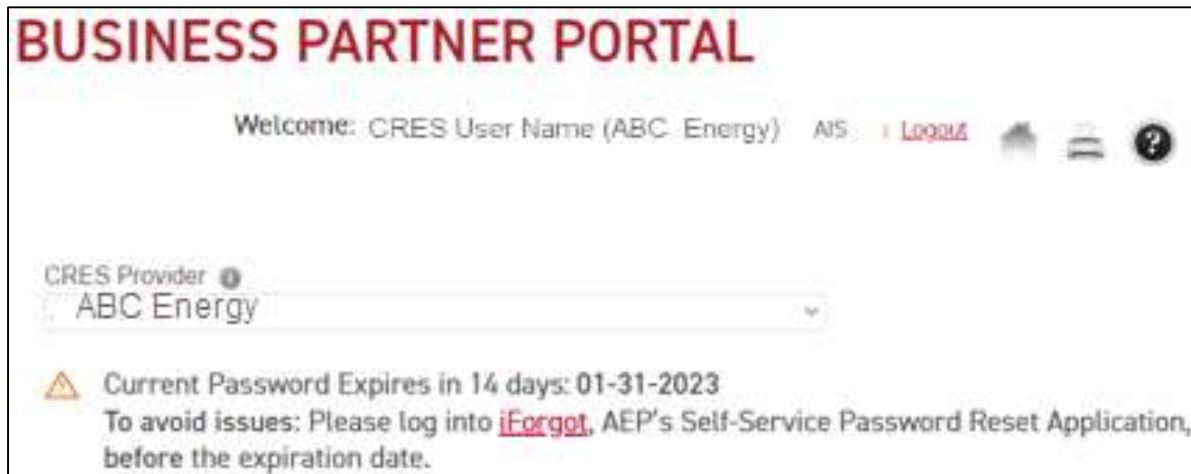
Logon

Existing User Resetting their own Password




* Go to [Iforgot.aep.com](https://iforgot.aep.com), login normal, and reset password.

When you log into the BPP Application, a Notification Message of your password expiration will appear. This provides a link to iForgot to reset your password BEFORE it expires.


From 20 days to 11 days before expiration date, you will see an **Orange** Warning.



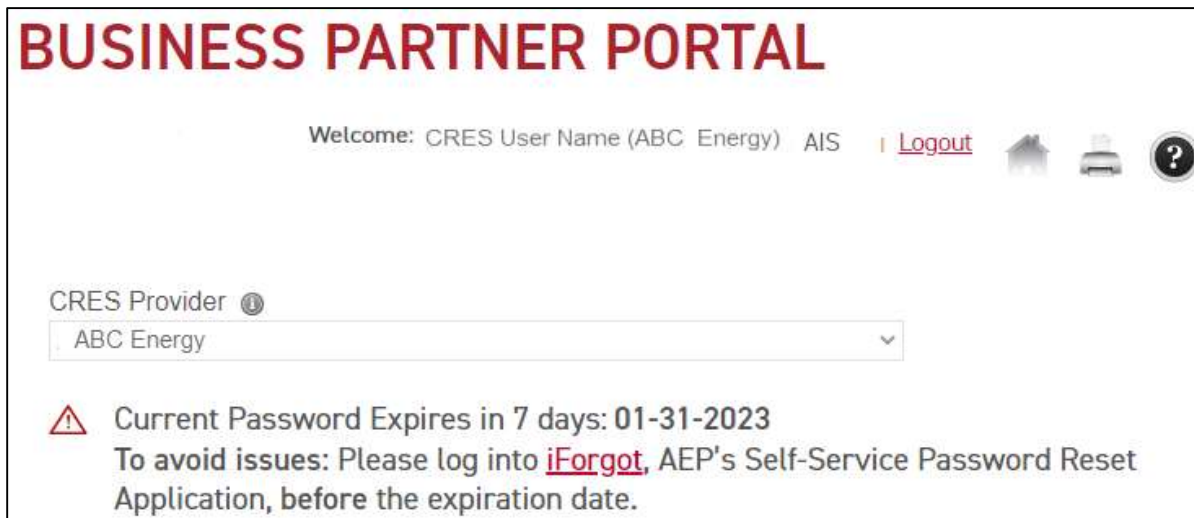
BUSINESS PARTNER PORTAL

Welcome: CRES User Name (ABC Energy) AIS | [Logout](#)   




CRES Provider ⓘ
ABC Energy

 **Current Password Expires in 14 days: 01-31-2023**
To avoid issues: Please log into [iForgot](#), AEP's Self-Service Password Reset Application, before the expiration date.


From 10 days to 1 day before expiration date, you will see a **Red** Warning.



BUSINESS PARTNER PORTAL

Welcome: CRES User Name (ABC Energy) AIS | [Logout](#)   

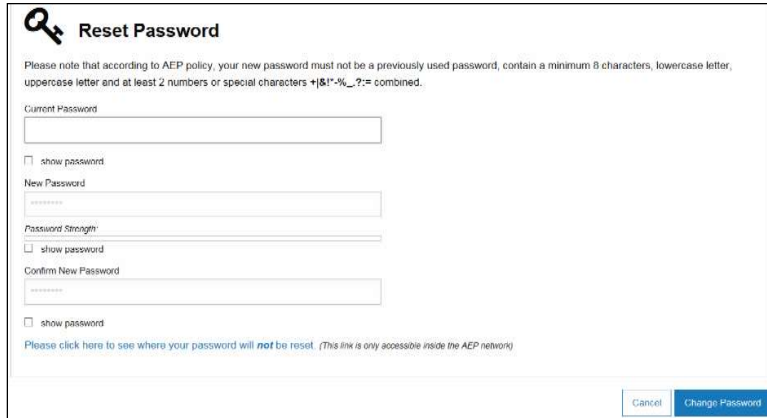
CRES Provider ⓘ
ABC Energy

 **Current Password Expires in 7 days: 01-31-2023**
To avoid issues: Please log into [iForgot](#), AEP's Self-Service Password Reset Application, before the expiration date.

2.1: Click this link: lforgot.aep.com or type the URL in your Internet Browser. The following screen will display. Enter your current User Id and Password to login.

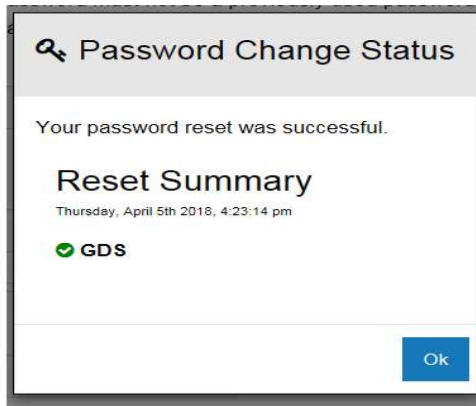
2.2: On the “Self-Service Password Reset” screen, click the “Reset Password” icon as shown below.

2.3: On “Reset Password” screen enter your Current Password, along with your New Password to use going forward. Click “Change Password”.



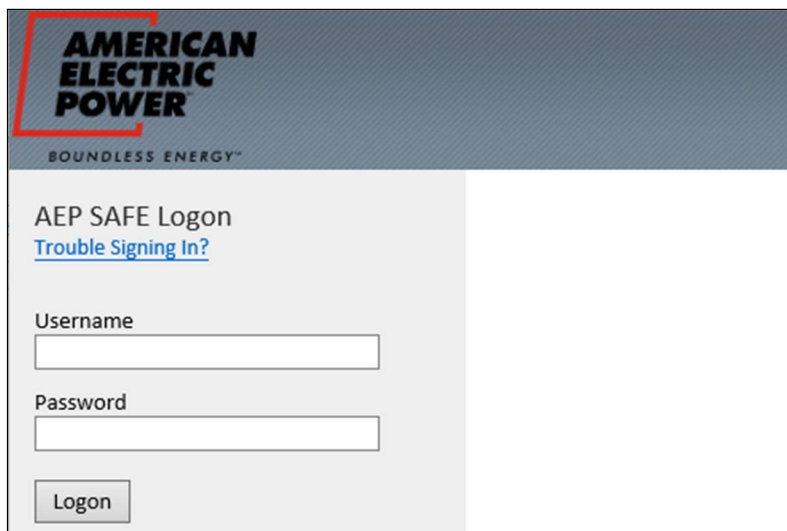
The screenshot shows a web form titled "Reset Password" with a key icon. Below the title is a note: "Please note that according to AEP policy, your new password must not be a previously used password, contain a minimum 8 characters, lowercase letter, uppercase letter and at least 2 numbers or special characters +!@-#%_?=& combined." The form contains four input fields: "Current Password", "New Password", "Password Strength", and "Confirm New Password". Each input field has a "show password" checkbox below it. At the bottom right, there are two buttons: "Cancel" and "Change Password". A small link at the bottom reads: "Please click here to see where your password will not be reset. (This link is only accessible inside the AEP network)".

2.4: The “Password Change Status” window will display to indicate that the reset was successful.



The screenshot shows a "Password Change Status" window with a key icon. The message reads: "Your password reset was successful." Below this is a "Reset Summary" section with the date and time: "Thursday, April 5th 2018, 4:23:14 pm". A green checkmark icon is followed by the text "GDS". At the bottom right, there is a blue "Ok" button.

2.5: Once password is created/reset, you can access BPP sign-on using this link: <https://bpp.aep.com/>. Enter your same Username (Email address) and your NEW Password.



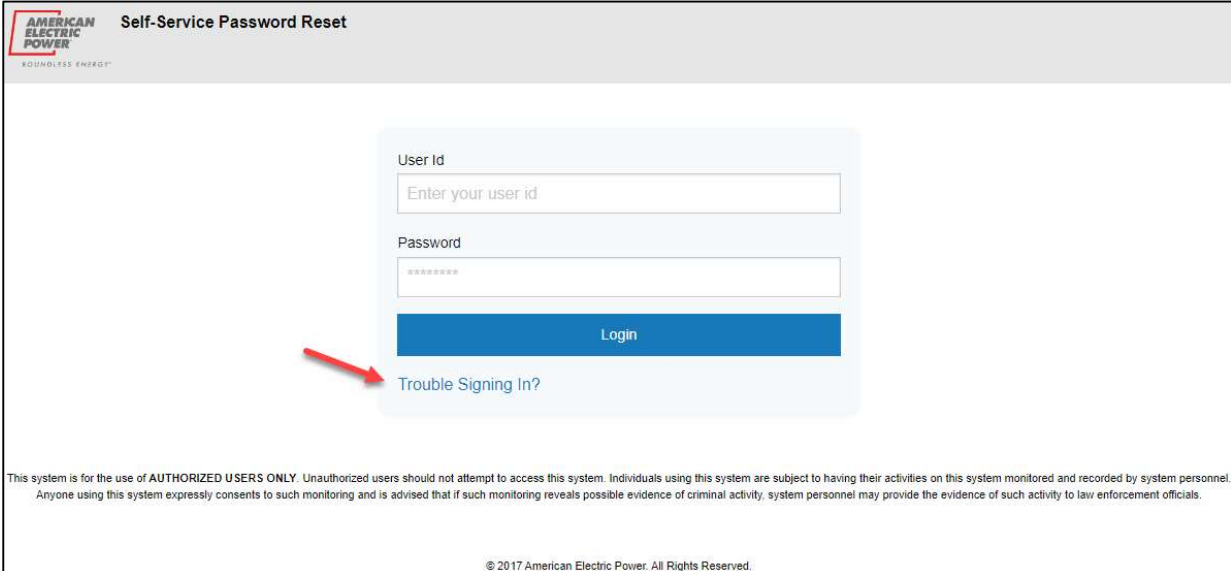
The screenshot shows the "AEP SAFE Logon" page. At the top left is the "AMERICAN ELECTRIC POWER" logo with the tagline "BOUNDLESS ENERGY™". Below the logo, the text "AEP SAFE Logon" is displayed, followed by a link "Trouble Signing In?". There are two input fields: "Username" and "Password". Below the "Password" field is a "Logon" button.

Existing User with Expired Password

* Go to iforgot.aep.com, answer questions, and reset password.

If you are unable to log into BPP/BOLT/iForgot, your password may have already expired. If your password has expired, you will need to answer your security questions to gain access to your iForgot account.

3.1: Go to <https://iforgot.aep.com/>, and click the “Trouble Signing In?”. This will populate your security questions originally created when you set up your iForgot account.



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SOUNDLESS ENERGY

Self-Service Password Reset

User Id
Enter your user id

Password

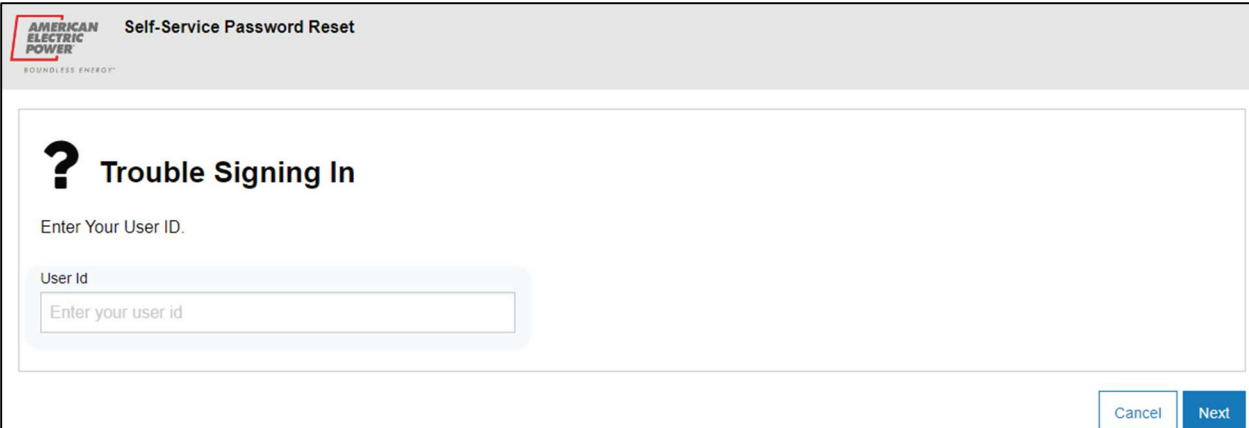
Login

Trouble Signing In?

This system is for the use of AUTHORIZED USERS ONLY. Unauthorized users should not attempt to access this system. Individuals using this system are subject to having their activities on this system monitored and recorded by system personnel. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel may provide the evidence of such activity to law enforcement officials.

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3.2: Enter your User Id (Email address). Click “Next”.



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SOUNDLESS ENERGY

Self-Service Password Reset

? Trouble Signing In


Enter Your User ID.

User Id
Enter your user id

Cancel Next

3.3: Answer your security questions correctly.

****if you answer them wrong many times, your iForgot account will be locked****



Self-Service Password Reset


BOUNDLESS ENERGY™

Something You Know

Next we need to verify your identity by having you answer something you know.

Choose Challenge Method

Challenge Questions



Security Questions

- Answer all 3 questions correctly.
- Your answers are **case sensitive**
- Click the Login button to proceed.

Security Question 1:
What is your neighbor's last name?

Answer:

show answer

Security Question 2:
What was your high school mascot?

Answer:

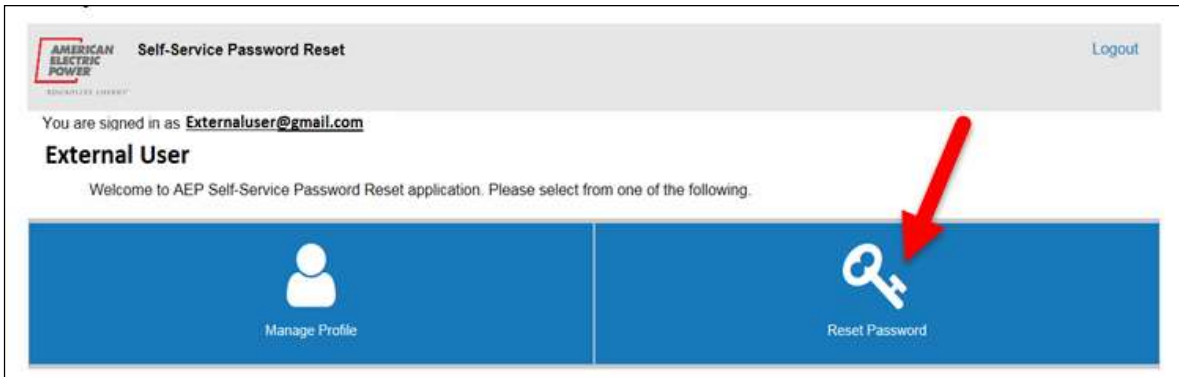
show answer

Security Question 3:
What was the first name of your first manager?

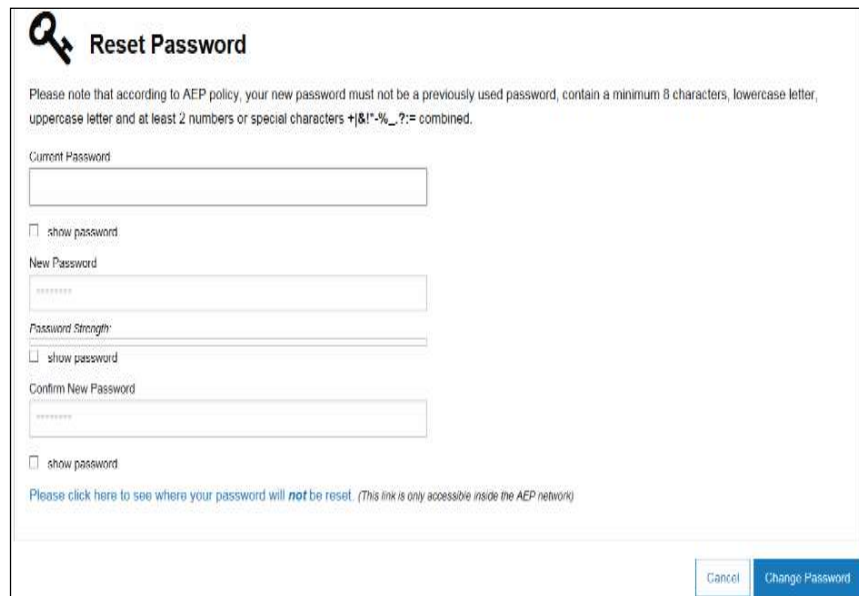
Answer:

show answer

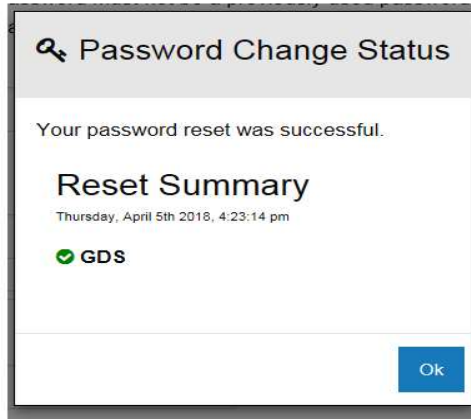
3.4: Once answered correctly and logged in, on the “Self-Service Password Reset” screen, click the “Reset Password” icon as shown below.



3.5: On the “Reset Password” screen enter your Current Password and your new Password to use going forward. Click “Change Password”.



3.6: The “Password Change Status” window will display to indicate that the reset was successful.



3.7: Once password is created/reset, you can access BPP sign-on screen using this link: <https://bpp.aep.com/>. Enter your same Username (Email address) and your NEW Password.

**AMERICAN
ELECTRIC
POWER**

BOUNDLESS ENERGY™

AEP SAFE Logon
[Trouble Signing In?](#)

Username

Password


Logon

Existing User with Expired Password and iForgot Sign-in Trouble

* Reset User's *current* iForgot account. An email will send for New AEP account with a [One-time use link](#) to navigate user directly into you iForgot.com account.

User's password has expired, and user is unable to answer iForgot Security questions. At this point, user must request to have current iForgot account completely reset. Email Company CRES Broker/Admin OR email Ohio Choice Operations at ohiochoiceoperation@aep.com to perform reset.

Resetting User's *current* iForgot Account will clear out all current user account data in iForgot. An email will be sent for New AEP Account with a [One-time use link](#) to navigate user directly into you iForgot.com account.



New AEP Account

An AEP enterprise user account has been created for you.

- Confirm and register your account using the button below, or copy and paste the URL into your browser.
- This link will automatically log you into iForgot. Please allow time for it to do so.
- This is a [one time](#) use link. If the registration process is stopped at [anytime](#), please ask for a new link.

[AEP iForgot Registration](#)

https://iforgot.aep.com/#?request=FaKmrurb4nHdENZrhAQbBIKWzup026BMC4PrYQf4oWate4dNcGLoVHzuP5UCXRqev6HZGJLPfarQvUSfOai8OKulmvzCbWR3wddIx1ITsd0sSg7Mn1or5gALKU1yp4yA03RugGKypHst34mKR1d2N2sp8aSyarXh4YAoZyZf0Gs1fkar06oPHYkaRaU8uIqmTck6-P75IH_eqN4so6FcimnTv1pUuoZaBzCQG6iHbFziQJzOmK0tzh6UNARLW5x_wZqeUGd-5umqEzHzr6HnPLVNIrDKSQk9hUJmjvmO2NizrBIE7wHILmnpCihVJRCvEG_AB2d_Vvuv

FAQs:

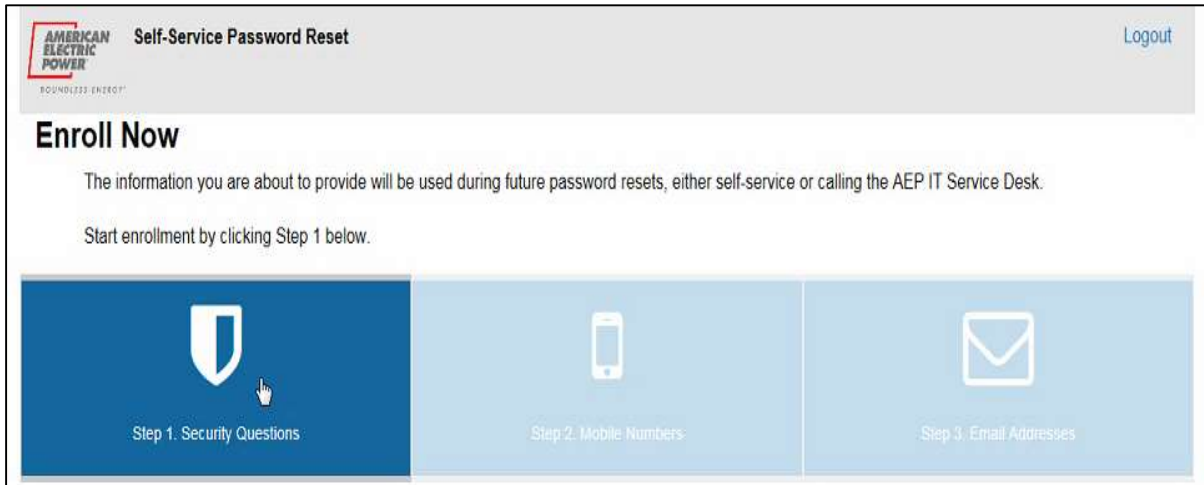
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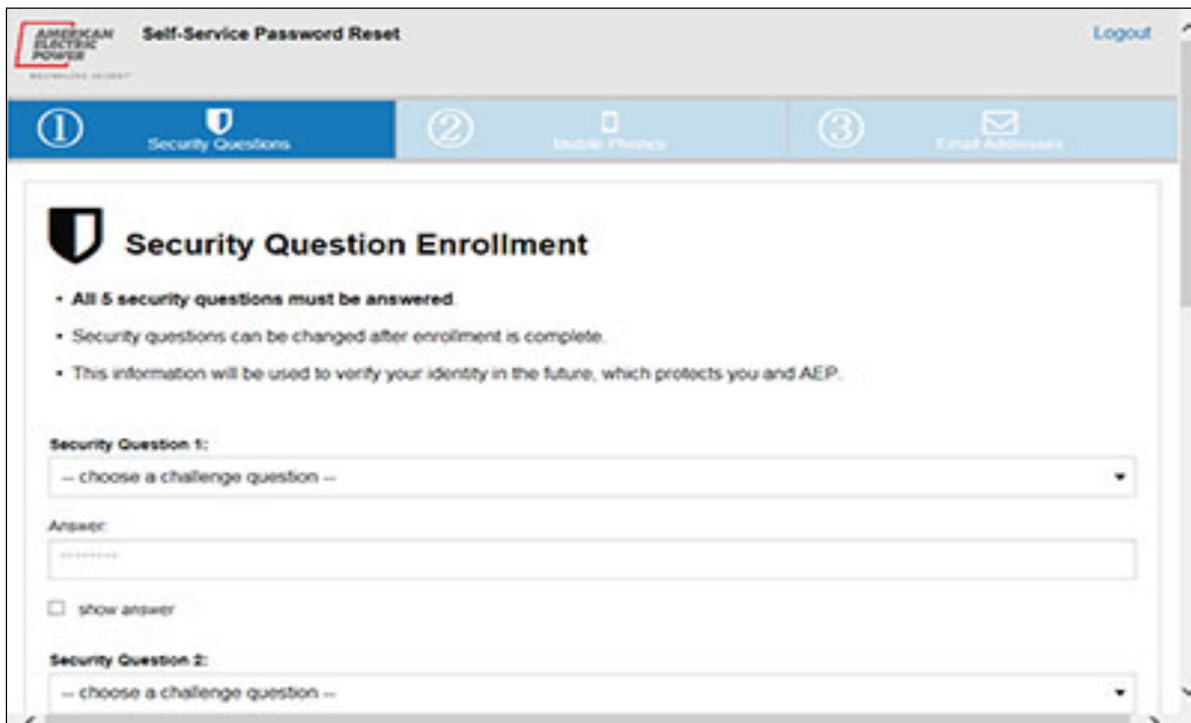
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If you believe you have received this email in error, please notify AEP Admin, [AEP Admin Email](#).

4.1: Once you click the one-time use URL link in your email, you will be navigated into your iForgot account to begin the initial set-up.



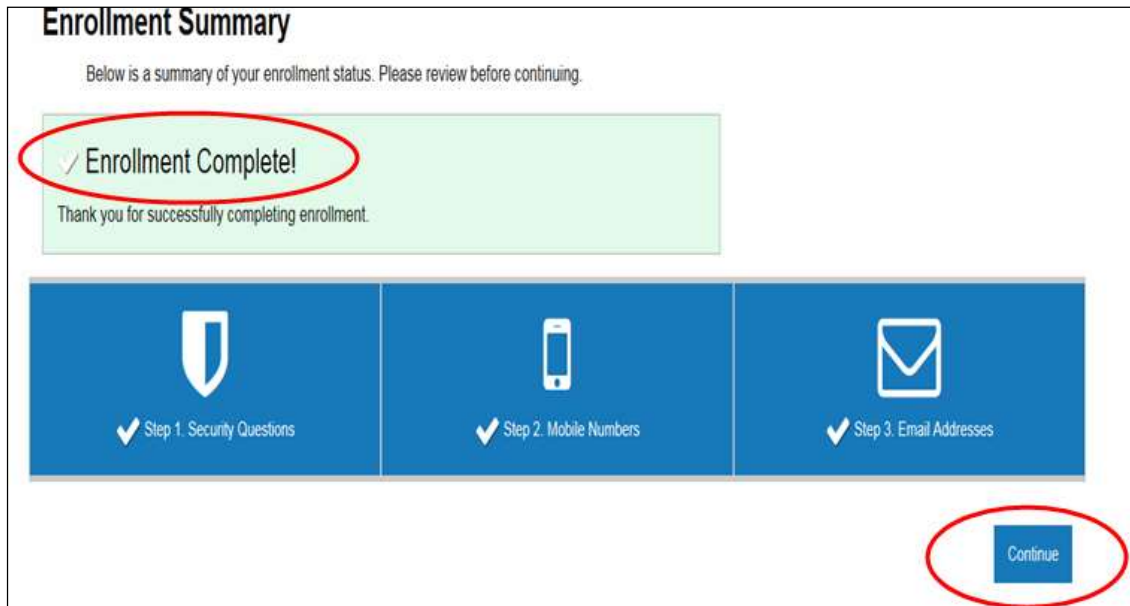
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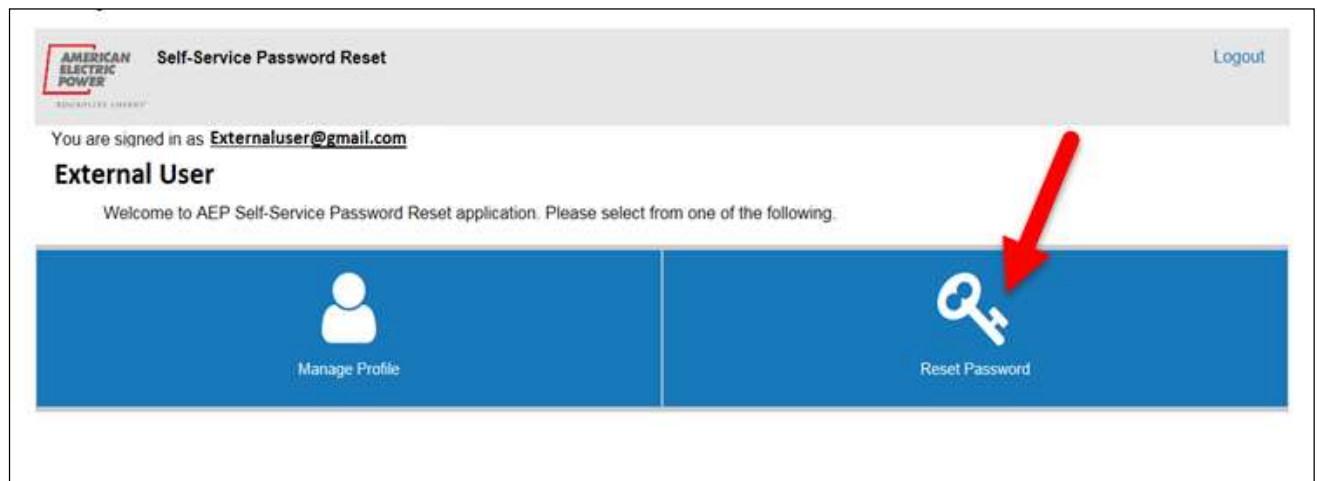
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4.6: On the “Self-Service Password Reset” screen, click the “Reset Password” icon as shown below.



4.7: On “Reset Password” screen enter New Password to use going forward. Click “Change Password”.

Reset Password

Please note that according to AEP policy, your new password must not be a previously used password, contain a minimum 8 characters, lowercase letter, uppercase letter and at least 2 numbers or special characters +!@#%&*~?=: combined.

Current Password

 show password

New Password

 show password

Password Strength

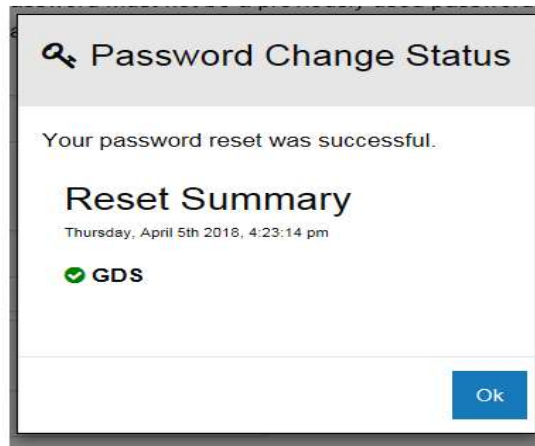
 show password

Confirm New Password

 show password

[Please click here to see where your password will not be reset. \(This link is only accessible inside the AEP network\)](#)

4.8: The “Password Change Status” window will display to indicate the reset was successful.



4.9: Once new password is created, you can access BPP sign-on using this link: <https://bpp.aep.com/>. Enter the **email address registered with AEP Ohio**, and your newly established **Password**. Click the “Home” icon to reach BPP Homepage or any Header Tab to begin navigating your session.

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AEP SAFE Logon
[Trouble Signing In?](#)

Username

Password