

Ando Gradient Portal

# Quick guide to log in and reset password

[gradient.ando.co.nz](https://gradient.ando.co.nz)



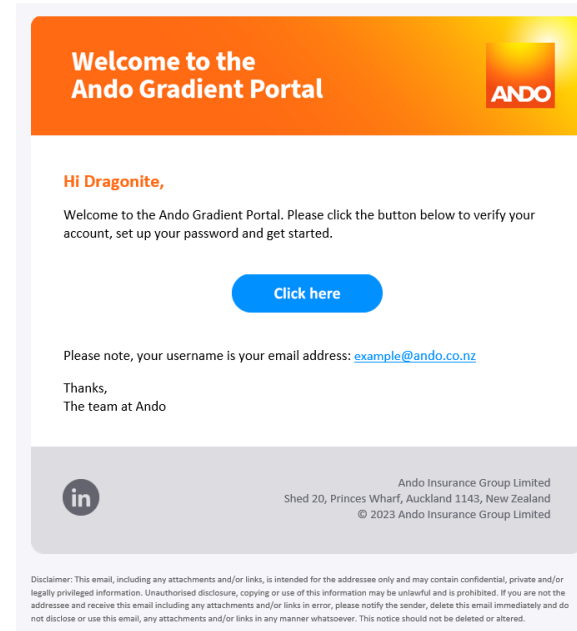
# 1. How to access the portal

The first time you access the Gradient Portal, you will be sent **an email with a login link**. Please follow the instructions to set up your password and then login.

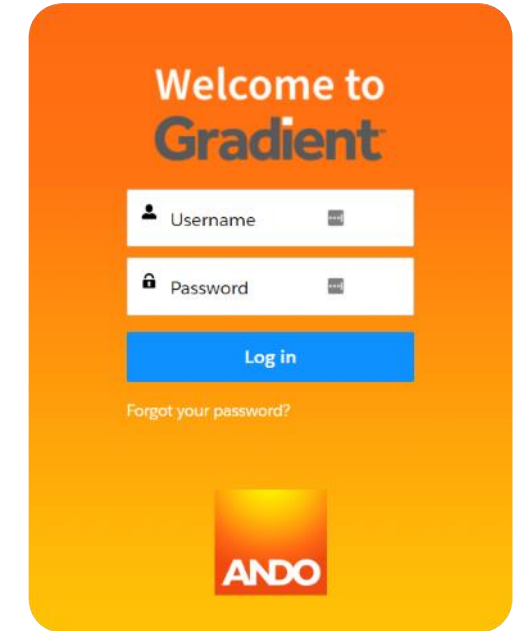
Once you've set up your password, you'll be able to access the portal via the link [gradient.ando.co.nz](https://gradient.ando.co.nz)

**Important note:** Your username is your email address.

**Tip:** Bookmark this page in your browser for quicker access.



First time only – log in via email instructions



Log in from web browser

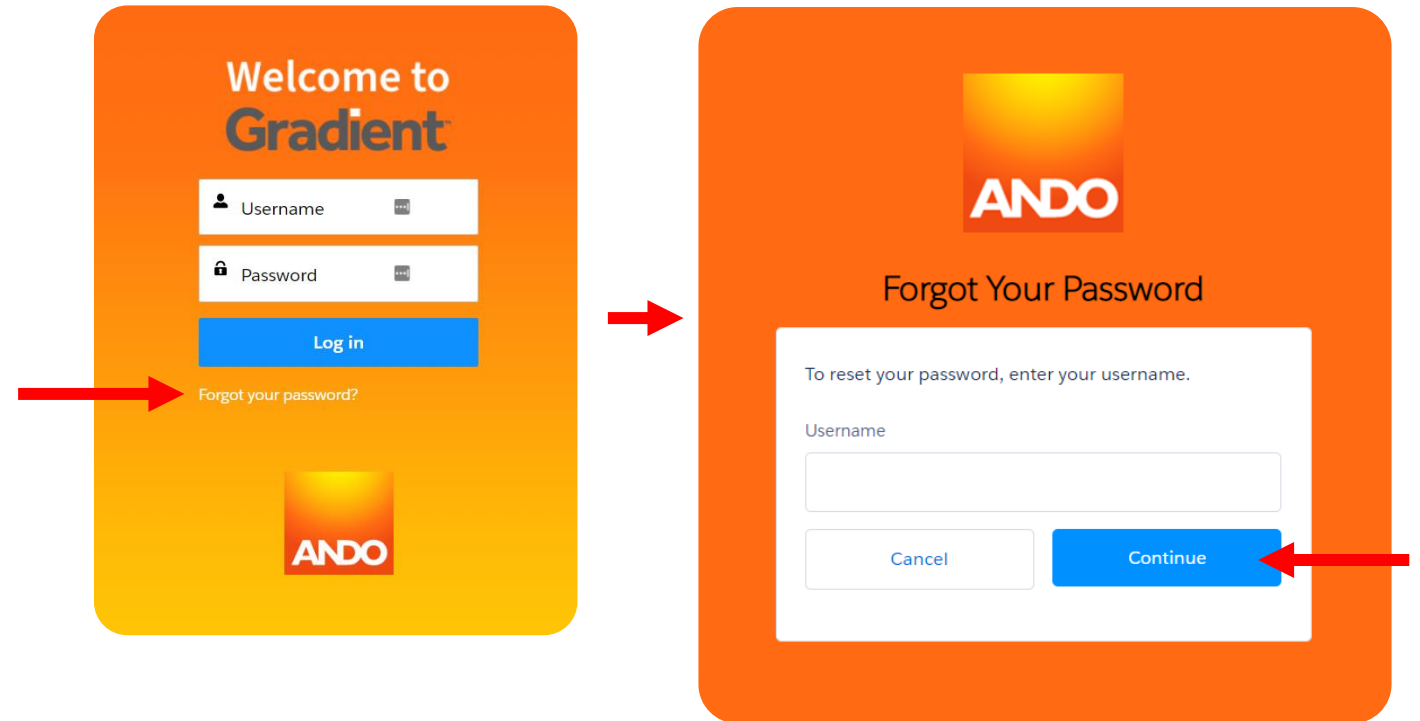
## 2. How to reset your password

If you have forgotten your password, or simply want to reset it, click the **'Forgot your password?'** link on the login screen.

On the next screen, enter your **email address** (this is your username) and click **'Continue'** to receive a password reset link in your email inbox.

**Note:** From time to time, you'll be automatically prompted to update your password for security reasons. This will follow the same process.

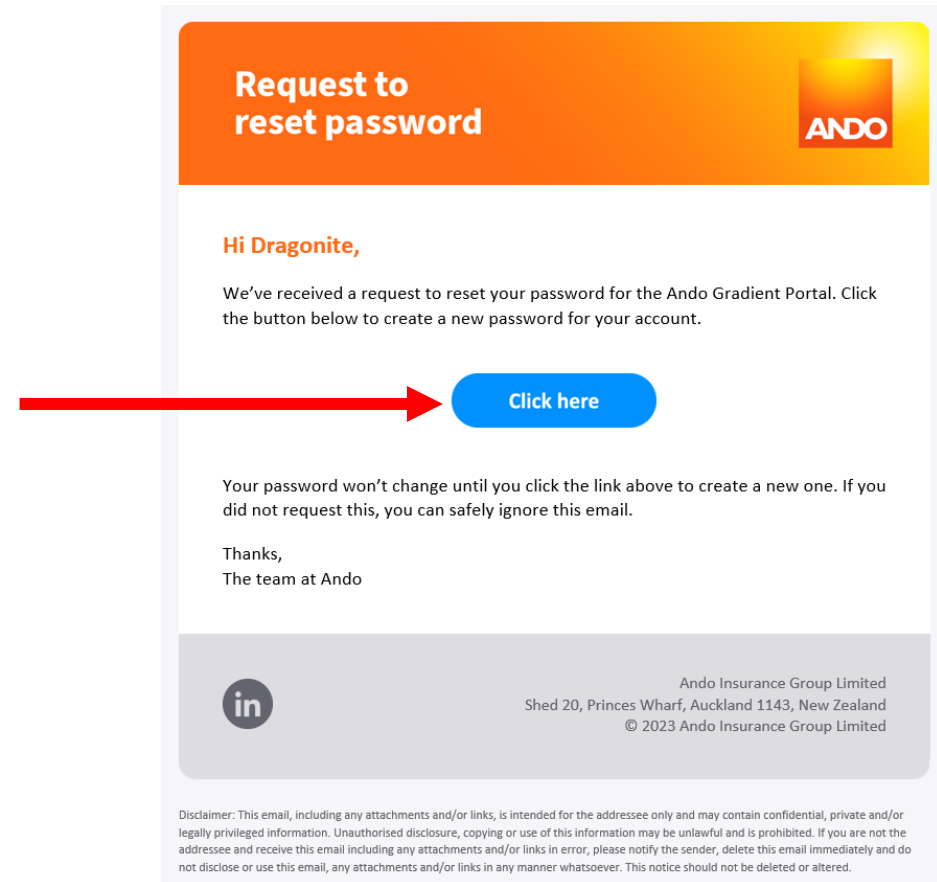
**Tip:** Using a password manager on your browser will mean that your password is always on hand when you go to log in. Make sure your password for the Gradient Portal is different from your other underwriting portal password (these are different systems)



## 2. How to reset your password

Once you confirm a password reset, you'll receive the following email in your inbox.

Click on the **'Click here'** button and you'll be directed to a new window in your web browser.




## 2. How to reset your password

In the web browser window, you'll need to enter your **email address** (this is your username) then click '**Continue**'.

Then you'll be able to enter a new password on the next screen.

**Important note:** *Your username is your email address.*



The screenshot shows a white form titled "Forgot Your Password" centered on an orange background. At the top of the form is the ANDO logo. Below the title, the text reads "To reset your password, enter your username." There is a text input field labeled "Username". At the bottom of the form are two buttons: a light gray "Cancel" button and a blue "Continue" button. A red arrow points to the "Continue" button.