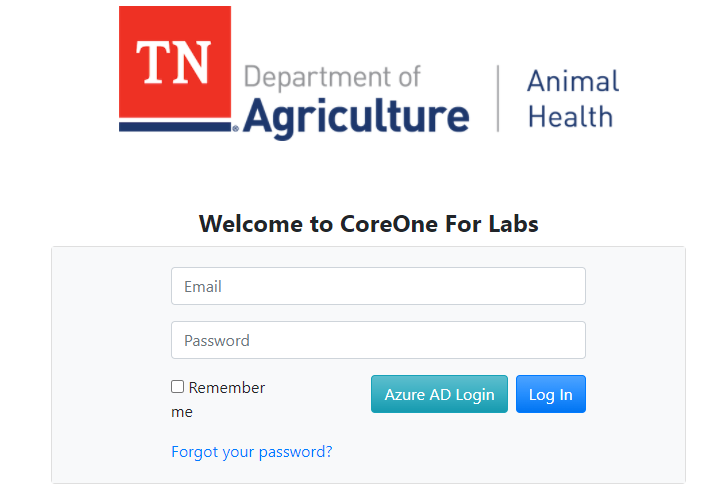
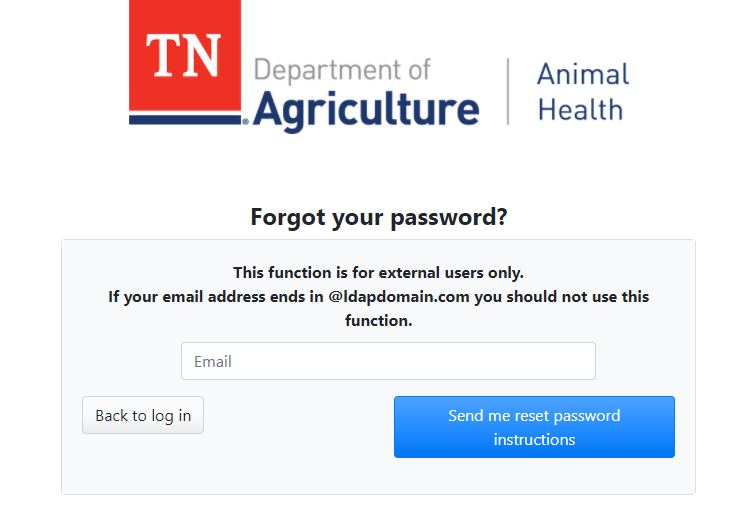
External customers will log in here: [https://tnkord.labs.tracefirst.com](https://tnkord.labs.tracefirst.com/)

At this screen, they will click on “Forgot your password?”



User will be taken here:



They will enter their email and click on “Send me reset password instructions”.

Once they receive the automated email, they can reset, and they should then see the portal page:

