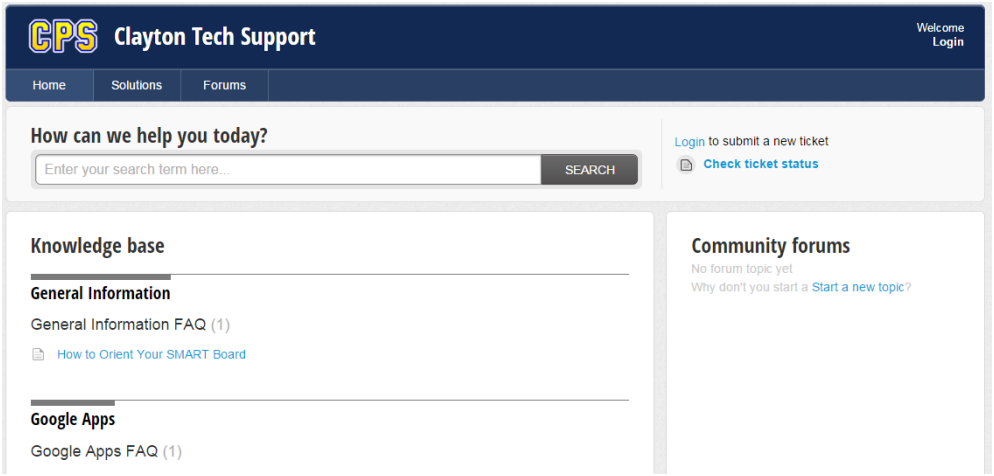
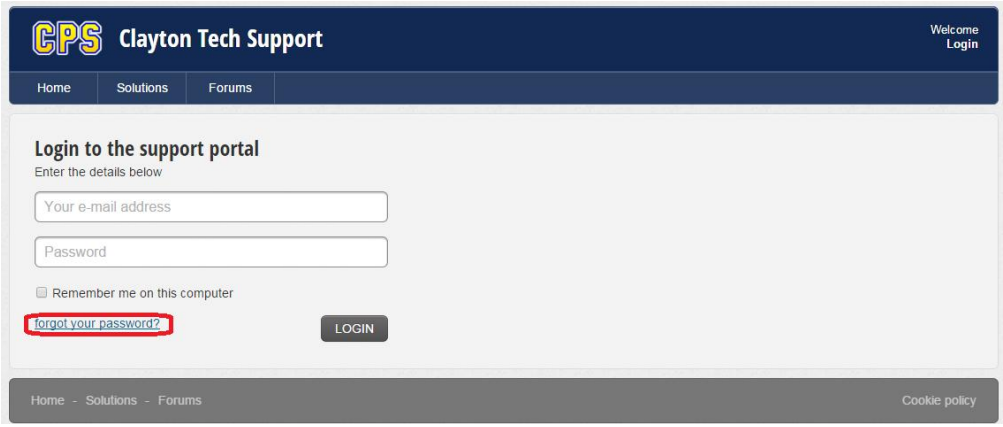
*1. Access Fresh Desk by going through "Staff Resources" on the Clayton homepage.*

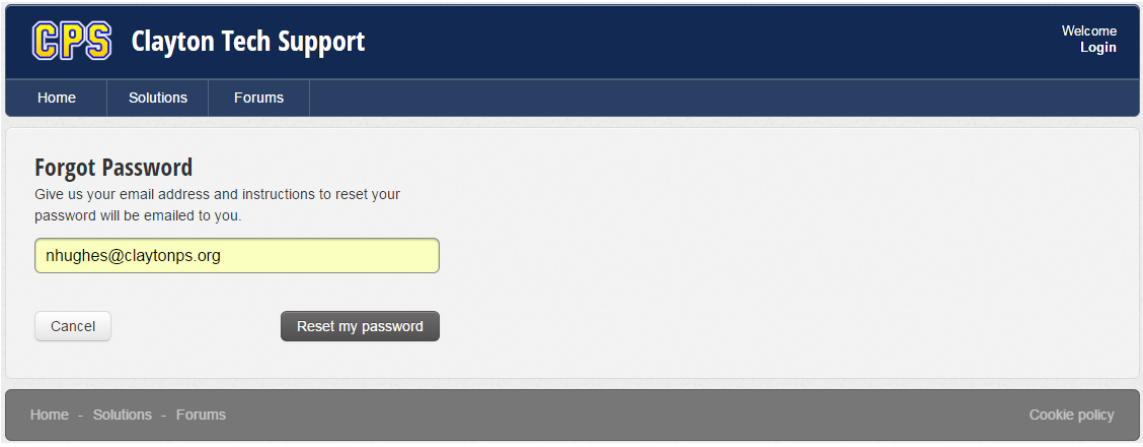



*2. Click "Login" located in the top right hand corner, directly underneath where it says "Welcome".*

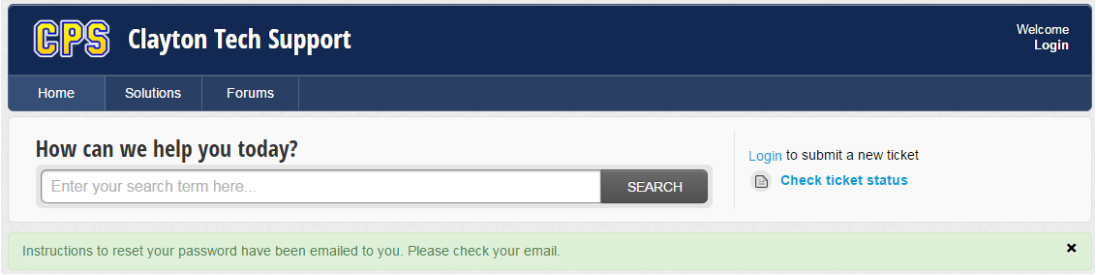
*3. Where you would normally log in, look for where it says "forgot your password?" below that and click it.*



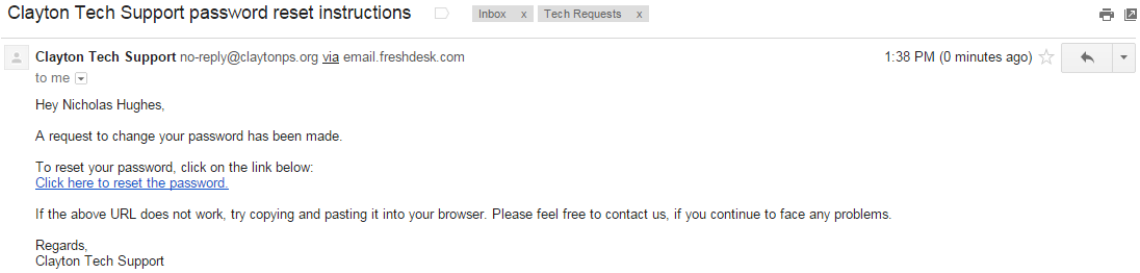

*4. You will be taken to a new screen where it will ask you for an email to send the reset request to. Go ahead and type in your Clayton email and click the button that says "Reset my password"*



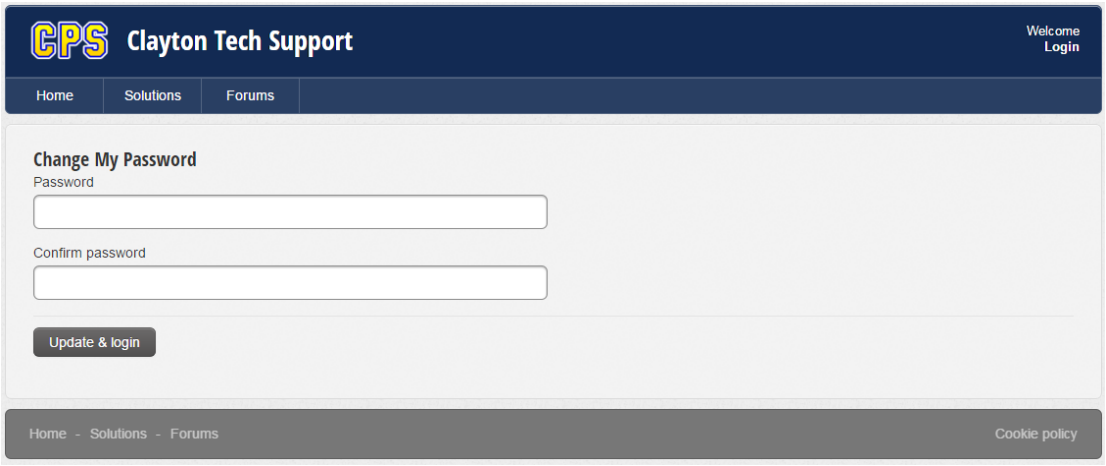
*5. You will be directed back to the Fresh Desk home page where you will see a green banner at the top telling you reset instructions were sent to your email address. (The Clayton one provided).*

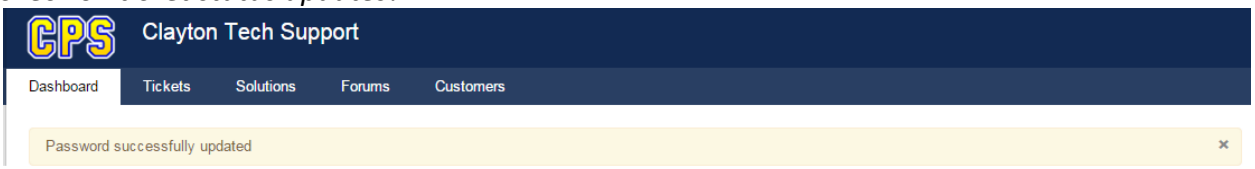



*6. Go to your email and you should have a new email from "Clayton Tech Support"*




*7. Follow those instructions and click the link that states "Click here to reset the password." A web page will now be opened taking you to the Fresh Desk page to reset your password.*




*8. Type in your new password twice. Make sure punctuation, spelling, etc are the same for each box. Once you type in the password twice click the "Update & Login" button.*

*9. You successfully reset your Fresh Desk password and will be able to log in to add, remove, or check on ticket status updates!*