

## Act! CRM Recovery Service Instructions

We understand that your time is valuable. Please keep in mind that, for the protection of your data, the Password Recovery Service is a structured process. We must receive all of the requested information before we can begin the recovery procedures.

To crack or bust your password, we will need a completed "Letter of Consent" from a **Legally Authorized Officer of Your Company**. For security reasons we require an authorized person of your company to complete the Letter of Consent form. This form will need to be completed in its entirety and printed on **Company Letterhead** before we are able to recover or reset any password.

**See Consent Form (located on page 2 of this document)**

Please use our secure drop box to send us these files:

<https://www.hightail.com/u/BestBusinessStrategies>

We will quickly change your password and get your file back to you in approximately three hours during normal business hours of 10AM - 5PM eastern time. Monday - Friday.

Weekend services are available with a scheduled appointment.

For Questions or to Schedule a Weekend appointment please call **800-898-3877** or **304-233-2612**.

**LETTER OF CONSENT**

To Whom It May Concern:

I, \_\_\_\_\_, give my consent for Best Business Strategies and its employees to recover my User IDs and reset Passwords for my Act! CRM database. The person(s) at my company that is authorized by me to receive this information is/are:

\_\_\_\_\_

They can be reached at: \_\_\_\_\_ ext: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

I also understand and agree to pay a fee for this service. Prices are subject to change without notice.

Sincerely,

Title:

Date: