This guide is intended for Aravo primary contacts who will reset their Aravo Username and Password. Note that only primary contacts can access your company account.

How to Generate Username

Step 1: Go to Aravo https://pg.aravo.com/aems/findaccount.do and select Forgot Username > click Continue

Step 2: Enter your Primary Email address > click Send
**Step 3:** You will receive an email from Procter & Gamble Third Party Management <pg@aravo.com> with subject line Username Request. Refer to this email to retrieve your Aravo username.

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Procter & Gamble Third Party Management

Subject: Username Request

Hello rona,

The username you have requested is:
username: [redacted]

You can login in at: https://pgtesting.aravo.com/aems/login.do

If you feel you have received this email in error, please contact your Aravo Administrator.

Questions or need expert support? Chat with us (available 24x7)

Your Aravo Admin team
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**How to Generate Password**

**Step 1:** Go to Aravo https://pg.aravo.com/aems/findaccount.do and select Forgot Password > click Continue

**Step 2:** Enter Username and click Send.
Note: You can get your username from the email sent by Procter & Gamble Third Party Management <pg@aravo.com> with subject line Username Request. This is sent to the primary email of your account.

Step 3: You will receive an email from Procter & Gamble Third Party Management <pg@aravo.com> with subject line Password Request. Refer to this email to get the password reset link. This is sent to the primary email of your account.

Step 4: Click the link to set a new password

**IMPORTANT NOTE:** The password reset link may only be used once and expires in 15 minutes. Navigating to a password reset link that contains an already used or expired token result to an “Invalid Link” error page. If this happens, repeat the process from Step 1.
Step 5: Nominate a New Password > confirm New Password > click Save

Note: If you have set-up Multi-factor Authentication (MFA), enter the authentication code generated from the MFA method you set-up to successfully update your password. If not, proceed to click Save.

Step 6: Once password is updated, you may now go back to the Aravo Login Page and enter your NEW set of Username and Password.