

**From:** Tyler Technologies <webadmin@tylertech.com>  
**Sent:** Tuesday, October 16, 2018 12:01 PM  
**To:** [REDACTED]  
**Subject:** IMPORTANT: Your tylertech.com Password Has Been Reset



## Important - Please Read Below

Dear [REDACTED]:

We recently learned that a file containing a very limited set of usernames and passwords for tylertech.com accounts was inadvertently accessible via the “search” function on the tylertech.com website. Your username and password were in that file. The file was accessible only if someone searched the tylertech.com website with a very limited set of parameters. The file was removed from the website shortly after our team learned of the issue. From our investigation, it appears this file was accessible for less than a week.

We have no evidence that anyone used this information to log into your account. Out of an abundance of caution, however, we have reset the password for your account. Please visit the login page you typically access at tylertech.com to create a new password, following the instructions available there. (We have also summarized those steps below.) As an added protection, we recommend that you also change your password for other, non-Tyler accounts where you use the same username and password. As always, please be vigilant in watching for any phishing emails or phone scams, and never provide your personal information to someone whose identity you have not verified.

We will provide you with additional information regarding this incident when it is available. If you have questions in the meantime, please direct them to [webadmin@tylertech.com](mailto:webadmin@tylertech.com).

We sincerely apologize for any inconvenience this incident may cause you.

Sincerely,

Your tyler tech.com Website Team

**Password reset instructions:**

1. Click “LOGIN” on the [tylertech.com](https://tylertech.com) home page.
2. Click “Can’t access your account?” on the login screen.
3. Type your email address (user ID) and the characters in the picture.
4. Click “Email my alternate email.”
5. Use the code you receive at your alternate email address to enter on the “Get back into your account” screen.
6. Choose a new password.
7. Login with your new password.

