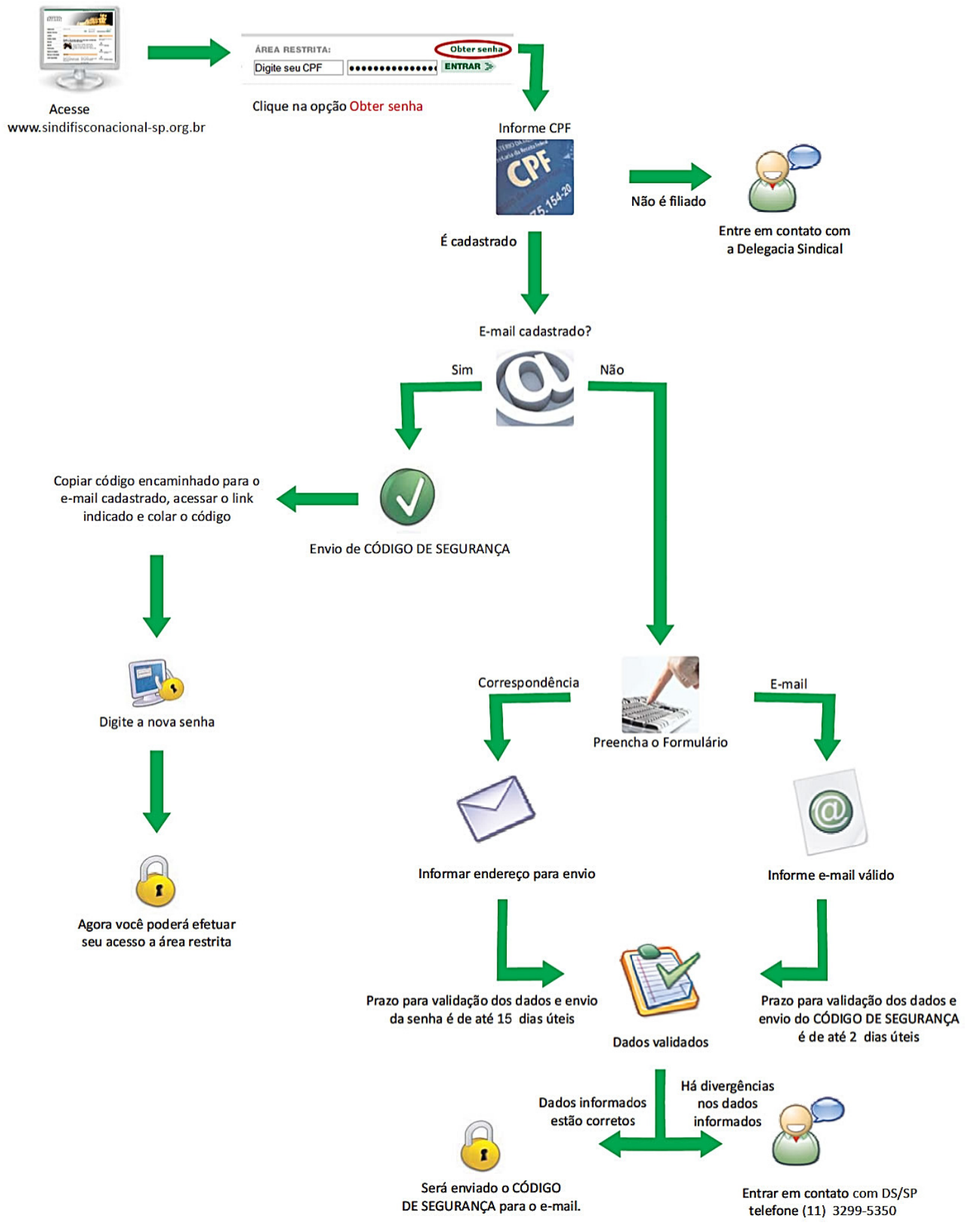Processo para obtenção de senha - área restrita