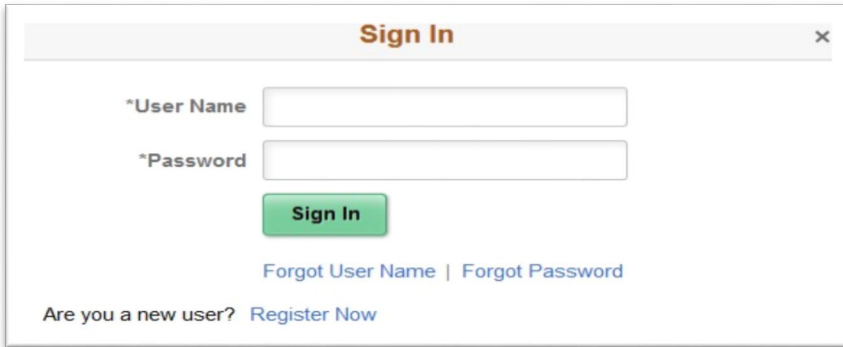


Forgot User Name and Password


In order to sign in, you must have a user name and password. If you have forgotten either, you may click on the appropriate link on the **Sign In** page.



The image shows a 'Sign In' form with a title bar containing 'Sign In' and a close button. Below the title bar are two input fields: '*User Name' and '*Password'. A green 'Sign In' button is positioned below the password field. Underneath the button are two links: 'Forgot User Name' and 'Forgot Password'. At the bottom left of the form, there is a link that says 'Are you a new user? Register Now'.

Forgot User Name:

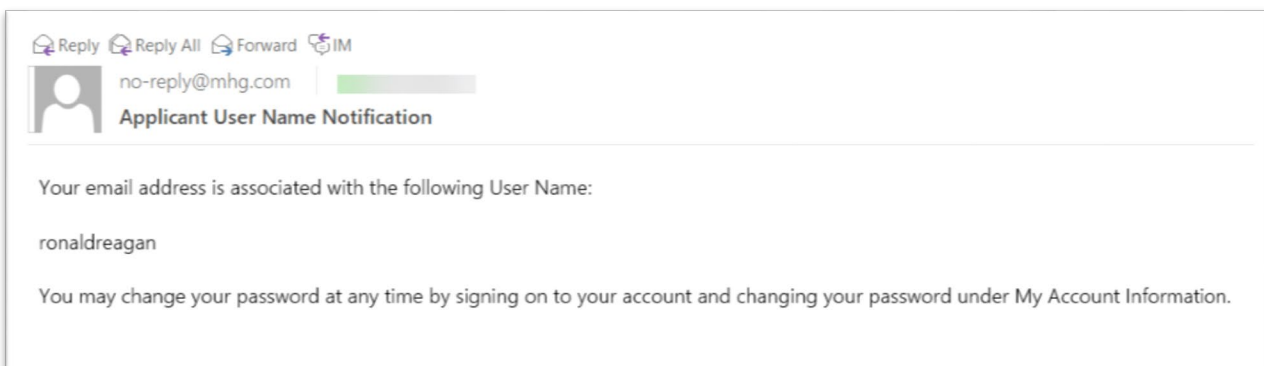
Click **Forgot User Name** link takes you to this page:



The image shows a 'Forgot User Name' form with a title bar containing 'Forgot User Name' and a close button. Below the title bar is a message: 'Your user name will be sent to the primary email address you have on file with us.' Below this message is an input field for '*Primary Email Address'. A green 'Email User Name' button is located below the input field.

After entering your email address, you will receive notification that your User Name has been sent to your primary email address that is listed on your profile:

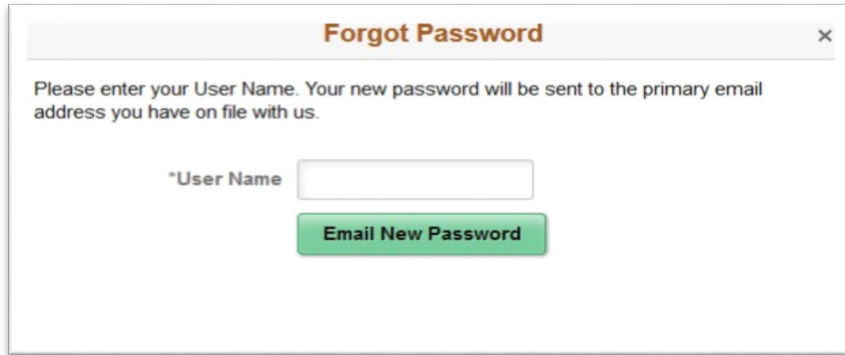
The email notification reads:



The image is a screenshot of an email notification. At the top, there are icons for 'Reply', 'Reply All', 'Forward', and 'IM'. Below these icons is a header section with a profile picture icon, the email address 'no-reply@mhg.com', and the subject 'Applicant User Name Notification'. The main body of the email contains the text: 'Your email address is associated with the following User Name: ronaldreagan'. At the bottom, there is a link that says 'You may change your password at any time by signing on to your account and changing your password under My Account Information.'

Forgot Password:

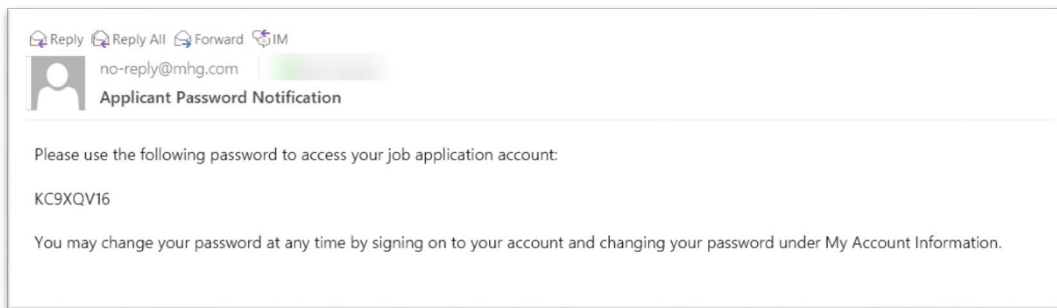
Click **Forgot Password** link takes you to this page:



The screenshot shows a web form titled "Forgot Password" with a close button (X) in the top right corner. Below the title, there is a message: "Please enter your User Name. Your new password will be sent to the primary email address you have on file with us." Below this message, there is a label "*User Name" followed by a text input field. Below the input field is a green button labeled "Email New Password".

After entering your User Name, you will receive a notification that a new password has been sent to your primary email address that is listed on your profile. The system will generate a random password for you to use the next time you log in. The email provides this information for you:

The email notification reads:



The screenshot shows an email notification. At the top, there are icons for "Reply", "Reply All", "Forward", and "IM". Below these icons is a profile picture of a person, the email address "no-reply@mhg.com", and the name "Applicant Password Notification". The main body of the email contains the following text: "Please use the following password to access your job application account: KC9XQV16". Below this, it says: "You may change your password at any time by signing on to your account and changing your password under My Account Information."

Once you go back to the system to log in, you will be prompted to reset your password:



The screenshot shows a web form titled "Reset Password" with a close button (X) in the top right corner. Below the title, there is a message: "Your current password is an auto generated password. For security reasons this password is valid for one time use only. Please enter a new password and select Reset Password to continue." Below this message, there are two labels: "*New Password" and "*Confirm Password", each followed by a text input field. Below the input fields is a green button labeled "Reset Password".

Enter your new password, enter it again to confirm, then click **Reset Password** to save your new password. This will also authenticate you into your account.