

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 the following elements:

- Header: "Sign In" with a close button (X).
- Fields: "*User Name" and "*Password" text boxes.
- Buttons: "Sign In" (green), "Forgot User Name" (red border), and "Forgot Password" (red border).
- Footer: "Are you a new user? [Register Now](#)"

Forgot User Name:

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

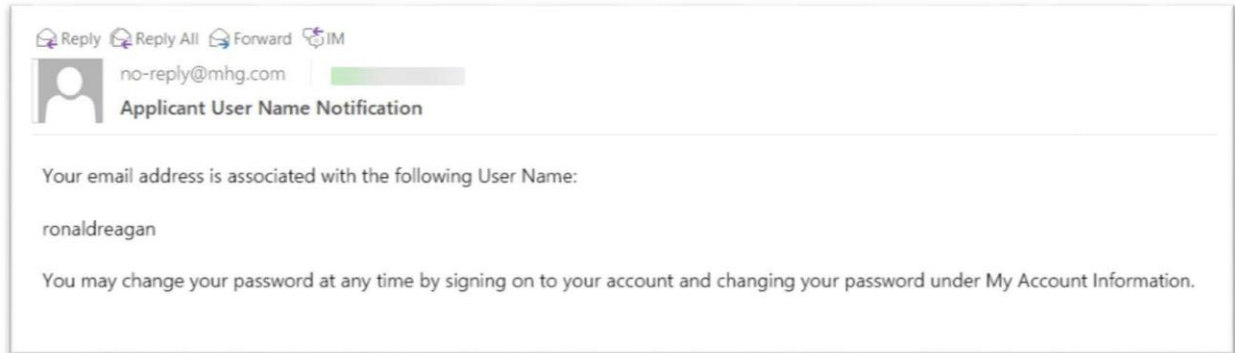


The image shows a "Forgot User Name" form with the following elements:

- Header: "Forgot User Name" with a close button (X).
- Text: "Your user name will be sent to the primary email address you have on file with us."
- Field: "*Primary Email Address" text box.
- Button: "Email User Name" (green).

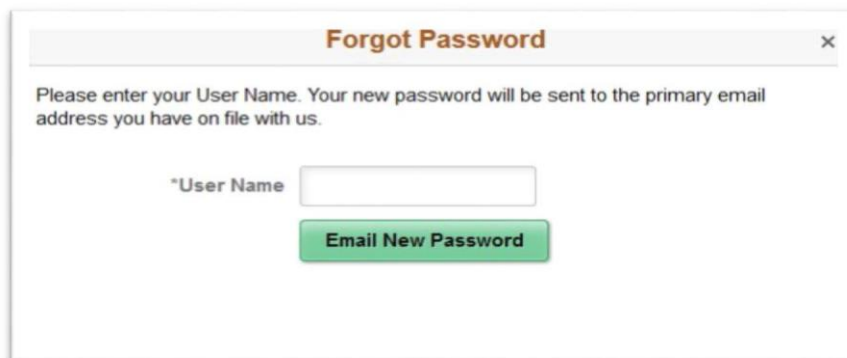
After entering your email address, you will receive notification that your **User Name** has been sent to your primary email address that is listed on your profile:

The email notification reads:



Forgot Password:

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

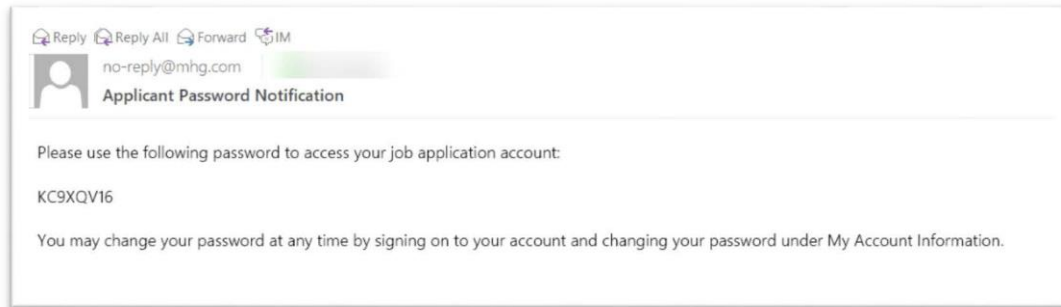


The screenshot shows a web form titled "Forgot Password" with the following elements:

- Header: Forgot Password
- Text: "Please enter your User Name. Your new password will be sent to the primary email address you have on file with us."
- Input field: *User Name
- Button: 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:



Once you return system to log in, you will be prompted to enter the password you were emailed. Once you hit submit, you will be requested to reset your password:



Reset Password x

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.

*New Password

*Confirm Password

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.