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.

Forgot User Name:

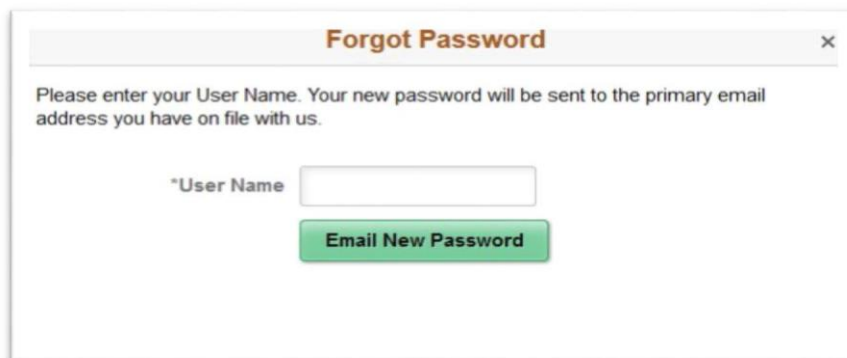Click **Forgot Username** link takes you to this page:

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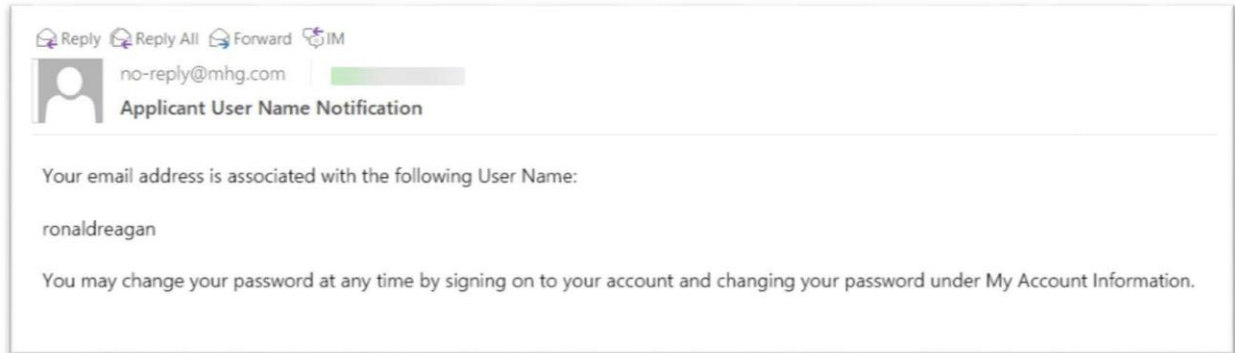
Forgot Password:
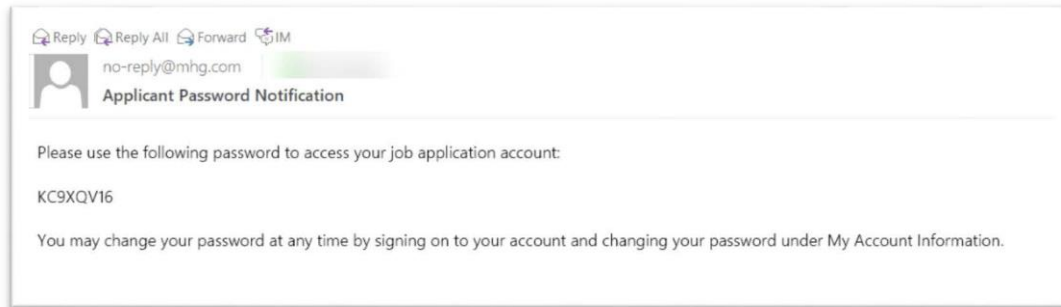
Click **Forgot Password** link takes you to this page:

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:

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.