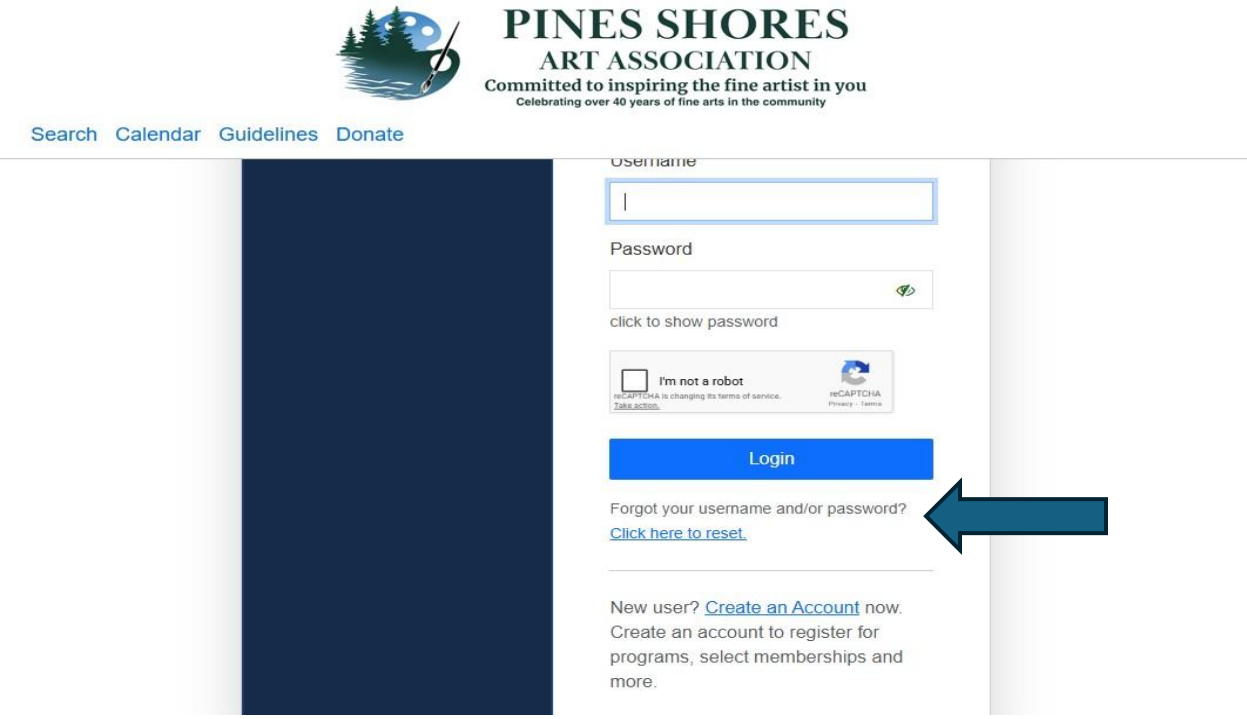
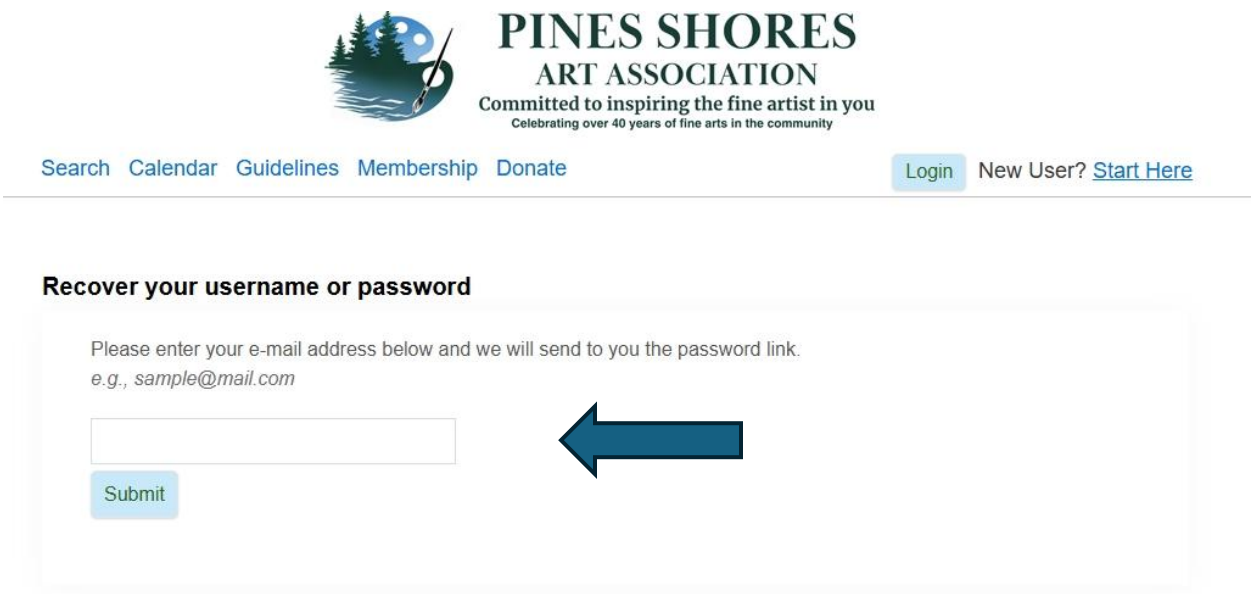
Online account forgot username and password reset instructions

1. **If you have forgotten your username or password, from the online registration site, click the "login" button.**

2. **Scroll down the login page to the section labeled "Forgot your username and password?" Next, select the "Click here to reset" link.**

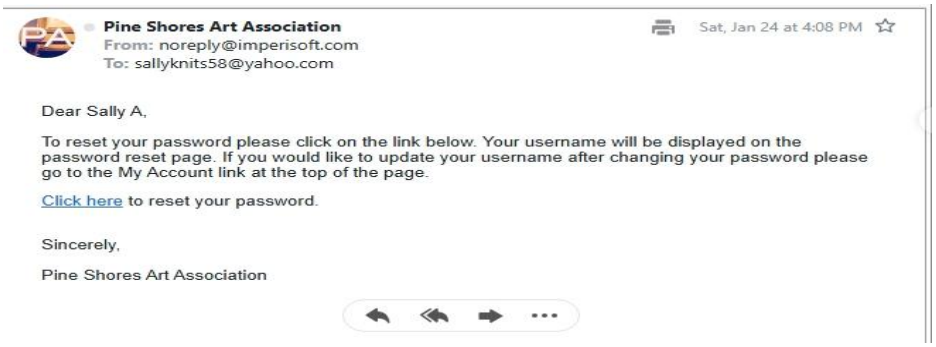


3. **Enter the email address on record for your account. Then select the "submit" button.**

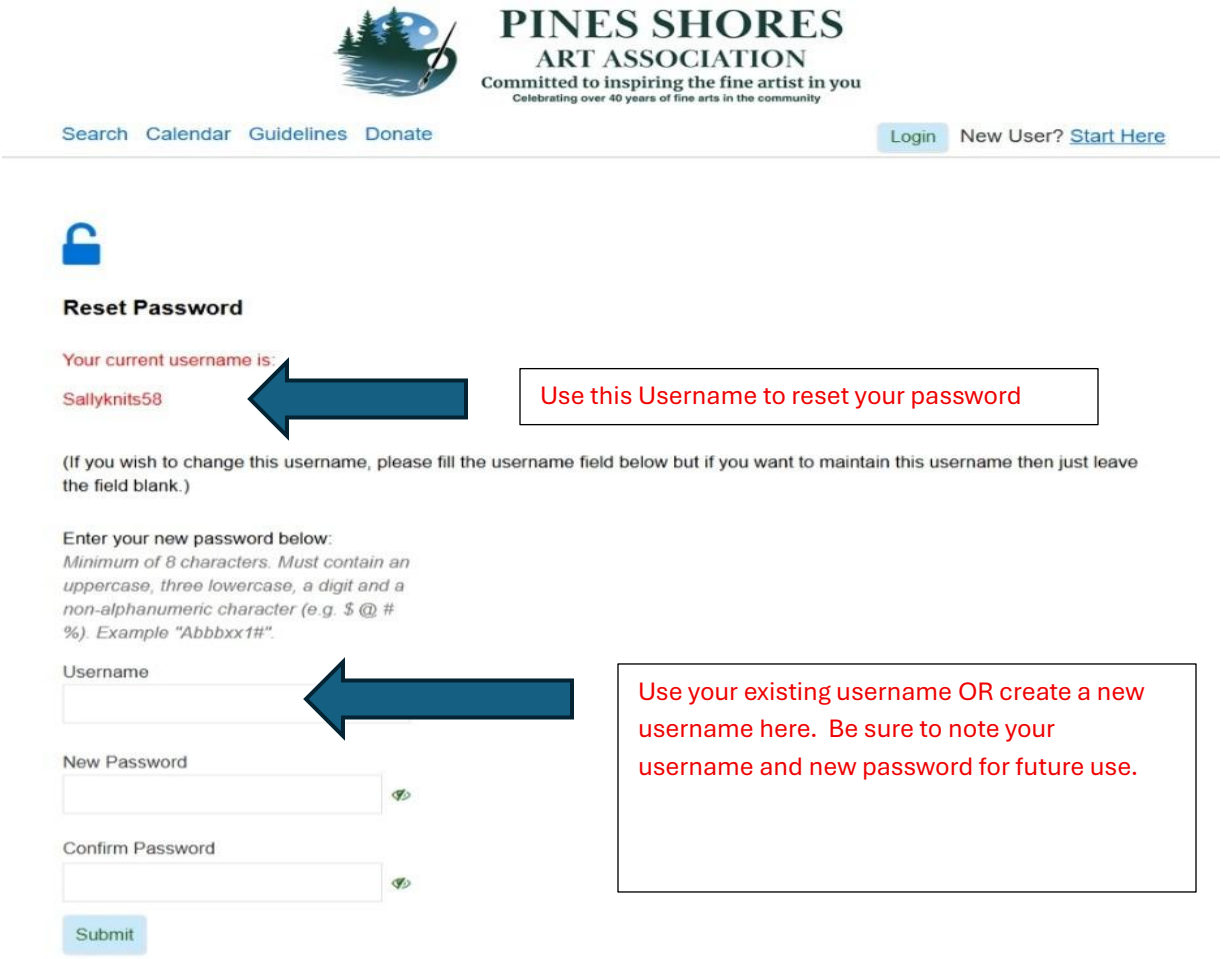


4. **An email will be sent to your account. Go to your email account. The link in the email is good for 30 minutes.**

5. **Sample Email.** Using the "click here" link in the email will take you to the password reset page.



6. **Username and Reset Password Page**
   a. <u>If you forgot your username</u>, it will be displayed on the "reset password" page (sample below).
   b. <u>If you forgot your password</u>, you could reset it here.



7. Once your password is reset, you will be logged on and redirected to the search page.