

## Getting a web login reminder and password reset link

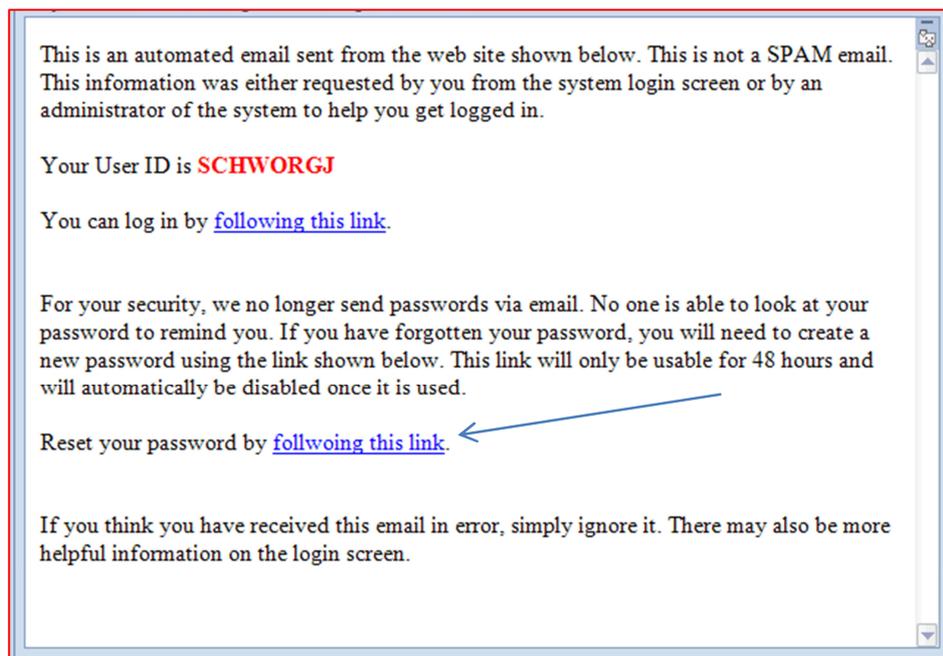
For security reasons, we no longer send password reminders through email. No one is able to lookup your password to remind you. We can lookup your user name and you can reset your password if you have forgotten it as long as you have access to the email address on file. We can update your email address by hand if needed. Each login screen may look slightly different but most have these basic sections in common.

Step 1: Get your login reminder by going to the login screen and entering your user name or email address into the reminder box then clicking the button.



The screenshot shows a web login interface. At the top, it says "Please Log In" and has two input fields: "User ID:" and "Password:". Below these is a "Login" button. The second section is titled "Forgot Your Username or Password?". It contains the text: "Fill in your user ID or email address in the box below and we will send you an email with login instructions." Below this is an input field labeled "User ID or Email:" and a "Remind Me" button. Two blue arrows point to the "Remind Me" button and the "User ID or Email:" input field.

Step 2: Your email will have a link to the login screen and your user name in case that is the only thing you have forgotten. If you don't need to reset your password, you can login and you are done. Here is a sample email. If you need to login, use the reset link to start the password reset process. Please note that the link auto expires after 48 hours. If you click the link it is deactivated as soon as the reset screen is displayed to prevent another reset using the same email link.



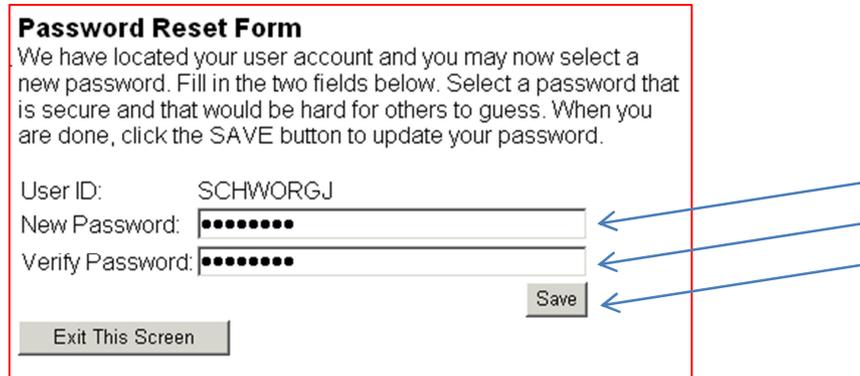
Step 3: Fill in your new password. This can be the same password you think you were using before. Be sure to select a quality password. You will need to type the same password twice to make sure there are no typing errors and then click the save button. Passwords are case sensitive so check your caps-lock key.

**Password Reset Form**  
We have located your user account and you may now select a new password. Fill in the two fields below. Select a password that is secure and that would be hard for others to guess. When you are done, click the SAVE button to update your password.

User ID: SCHWORGJ

New Password:

Verify Password:



Step 4: Your password should now be reset and you can follow the link on the confirmation screen to get to the login and use your new password. You are then all done.

**Password Reset Form**  
Your password has been updated.

User ID: SCHWORGJ

[You can now log in to the application.](#)

