

How-To Guide

Resetting your Password

STEP 1

Select "Forgot Password".



STEP 2

Enter your username and click on "Next"



Forgot Password?

To reset your password enter your username

Username

STEP 3

Enter your Date of Birth and click "Submit". (Note: Be sure to enter your Date of Birth in the format MM/DD/YYYY, including the "/" character.)



Forgot Password?

Please confirm your Date of Birth

Date of Birth

STEP 4

If your password reset was successful, you will receive the following confirmation message:



Forgot Password?

✓ Success We have sent an email to j*****i@m*****r.com with instructions on resetting your password.

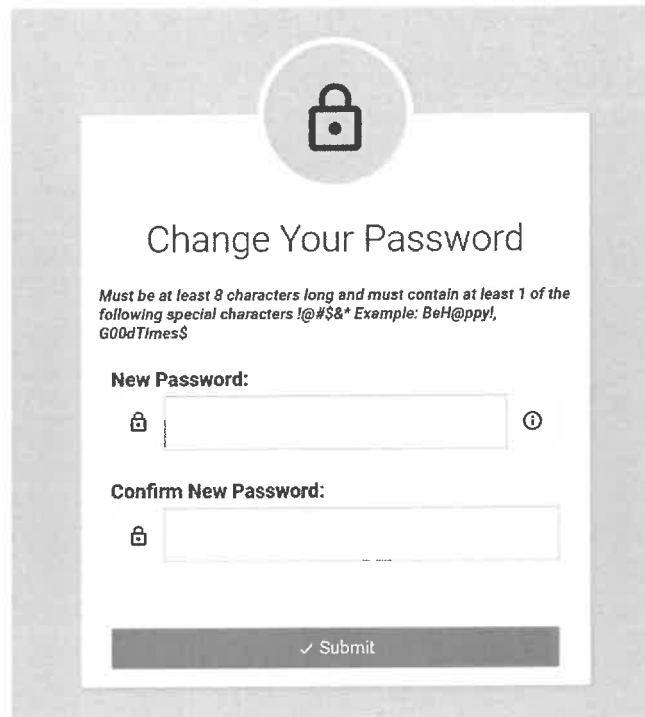
If your password reset was unsuccessful, you will receive the following message and will need to repeat Steps 1-3:

Forgot Password?

✓ Password reset request submitted. If the username you have provided exists within our system, your password reset will be sent to the email address on file.

STEP 5

After a successful reset, you will receive an email with a link to reset your password. Once you click the link, you will be brought to this page where you can create a new password:



The image shows a screenshot of a web form titled "Change Your Password". At the top center is a circular icon containing a padlock. Below the title, there is a line of text: "Must be at least 8 characters long and must contain at least 1 of the following special characters !@#\$\$% Example: BeH@ppy!, G00dTimes\$". The form contains two input fields: "New Password:" and "Confirm New Password:". Each field has a small padlock icon on the left and a small information icon on the right. At the bottom of the form is a dark grey button with a checkmark and the text "Submit".

Note: Be sure to select a password that is complex and one that you have never used before to help keep your account secure. If you did not receive a password reset, please reach out to your administrator to confirm you've entered the correct username and Date of Birth.

