

# Forgotten Password/Username


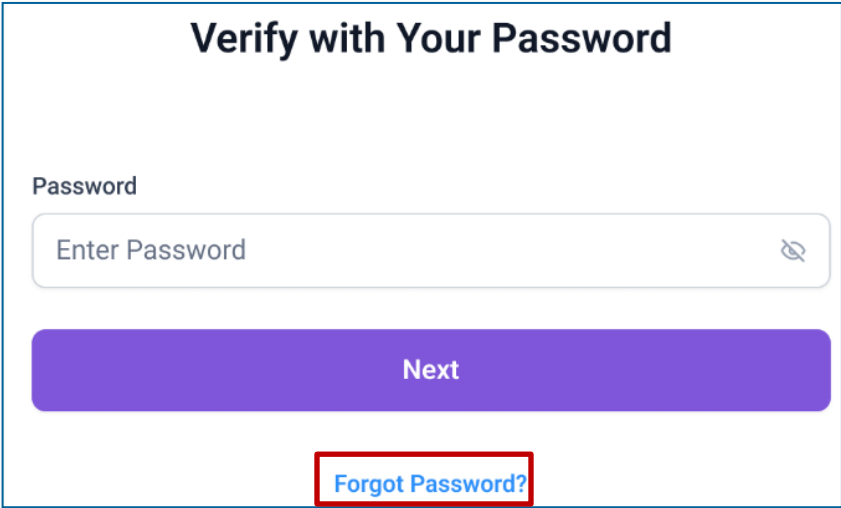
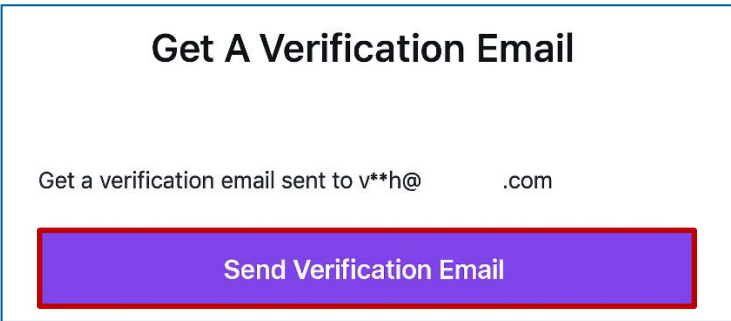
## Overview

This document will provide an overview of recovering a forgotten password and username.

**Note:** The screenshots in this document may vary slightly in color and branding between individual users, but the process for everyone will be the same.

## Forgot Password

Follow the steps below to reset a forgotten password.

<p>1. Type <b>Username</b>.</p> <p>2. Click <b>Next</b>.</p>	 <p><b>Sign In</b></p> <p>Username</p> <input type="text" value="Username"/> <p><input type="checkbox"/> Remember me</p> <p><b>Next</b></p>
<p>3. Click <b>Forgot Password?</b></p>	 <p><b>Verify with Your Password</b></p> <p>Password</p> <input type="password" value="Enter Password"/> <p><b>Next</b></p> <p><a href="#">Forgot Password?</a></p>
<p>4. Click <b>Send Verification Email</b>.</p>	 <p><b>Get A Verification Email</b></p> <p>Get a verification email sent to v**h@ .com</p> <p><b>Send Verification Email</b></p>

# Forgotten Password/Username

An activation code will be sent to the email provided.

5. Type the activation code.

6. Click **Next**.

## Verify With Your Email

We sent an email to v\*\*h@ .com.

Please enter the activation code sent to your email.

Next

7. Type a **New Password**.

A new password:

- Cannot be any of your last 24 passwords.
- Cannot be made within 1 hour of changing your password.
- Must adhere to the list of requirements.

8. **Re-enter** the new password.

9. Click **reset Password**.

## Password Reset

Fields with an asterisk (\*) are required.

New Password\*

Re-enter Password\*

- ⊗ At least 12 characters
  - ⊗ A lowercase letter
  - ⊗ An uppercase letter
  - ⊗ A number
  - ⊗ A symbol
  - ⊗ No parts of your username
  - ⊗ Does not include your first name
  - ⊗ Does not include your last name
- Password cannot be any of your last 24 passwords  
At least 1 hour must have elapsed since you last changed your password

Sign me out of all other devices

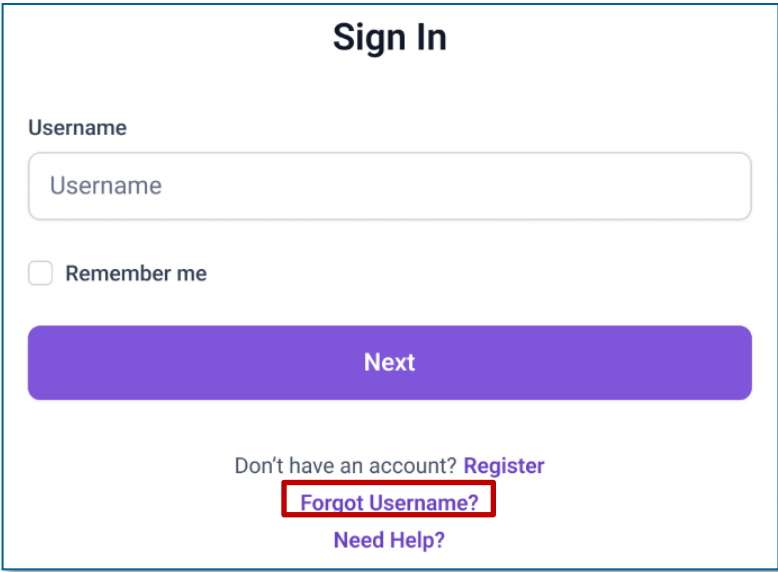
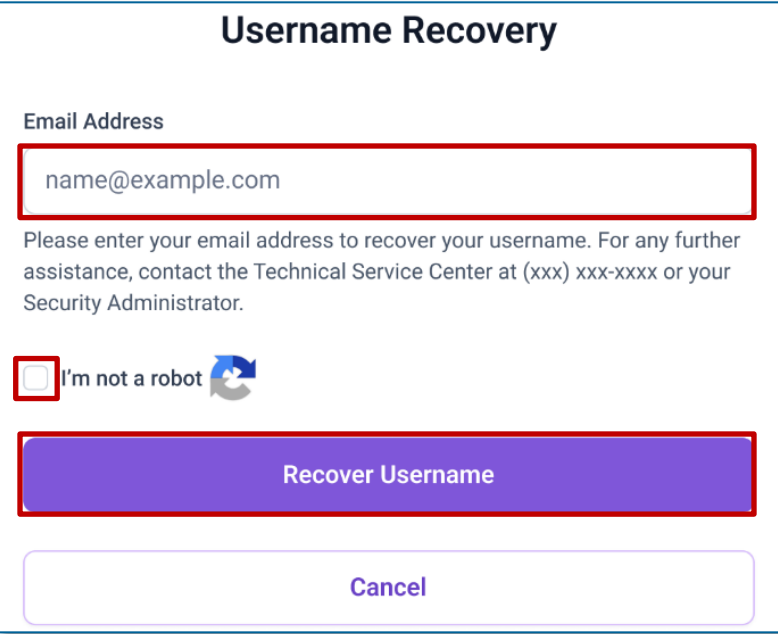

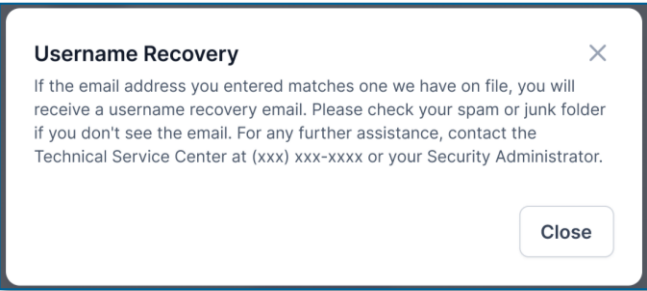
Reset Password

[Back to Sign In](#)

# Forgotten Password/Username

## Forgot Username

Follow the steps below to recover a forgotten username.

<p>1. Click <b>Forgot Username?</b></p>	 <p><b>Sign In</b></p> <p>Username</p> <input type="text" value="Username"/> <p><input type="checkbox"/> Remember me</p> <p><b>Next</b></p> <p>Don't have an account? <a href="#">Register</a></p> <p><b>Forgot Username?</b></p> <p><a href="#">Need Help?</a></p>
<p>2. Type your <b>Email Address</b>.</p> <p>3. Check the box next to <i>"I'm not a robot."</i></p> <p>4. Click <b>Recover Username</b>.</p>	 <p><b>Username Recovery</b></p> <p>Email Address</p> <input type="text" value="name@example.com"/> <p>Please enter your email address to recover your username. For any further assistance, contact the Technical Service Center at (xxx) xxx-xxxx or your Security Administrator.</p> <p><input type="checkbox"/> I'm not a robot </p> <p><b>Recover Username</b></p> <p><b>Cancel</b></p>
<p>If the email address entered matches the one on file, a username recovery email will be sent.</p>	 <p><b>Username Recovery</b> <span>×</span></p> <p>If the email address you entered matches one we have on file, you will receive a username recovery email. Please check your spam or junk folder if you don't see the email. For any further assistance, contact the Technical Service Center at (xxx) xxx-xxxx or your Security Administrator.</p> <p><b>Close</b></p>