

Password/User ID Help

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You can reset your password and/or request your user ID at any time.

Step-by-Step









(Click  to view image)

You can reset your password before signing in for the first time, or if you have forgotten your password:

1. Click **Forgot Password.** 
2. Type your username and email. 
3. Click **Request Password Reset.** 
4. Follow the password reset instructions in the email you receive.



∨ You can also reset your password after logging in...

1. Click the user icon . 
2. Select **Your Account.** 
3. Select **Update Password.** 
4. Enter your current and new password. 
5. Click **Update Password.** 

What's Next? (Optional)

∨ Request User ID...

If you forget your User ID, you can request it.

1. Click **Forgot Username.** 
2. Enter your email address. 

3. Click **Request Recovery Email**. 







The system sends you an email containing your User ID.

▼ **Reset another user's password...**



Feature availability varies by user role.

You can also reset a password for another user that you administer.

1. From **Setup**, select **Users**. 
2. Type the user's name into a search field, and click **Search**. 
3. Click the checkbox next to user. 
4. Click **Select Tasks**, click **Reset Passwords**, and click **Start**. 
5. Click the checkbox next to the user to confirm. 
6. Click **Reset Passwords**. 

The system emails the user to confirm the reset password request. The user can then create a new password.

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