

# Username/Password Reminder

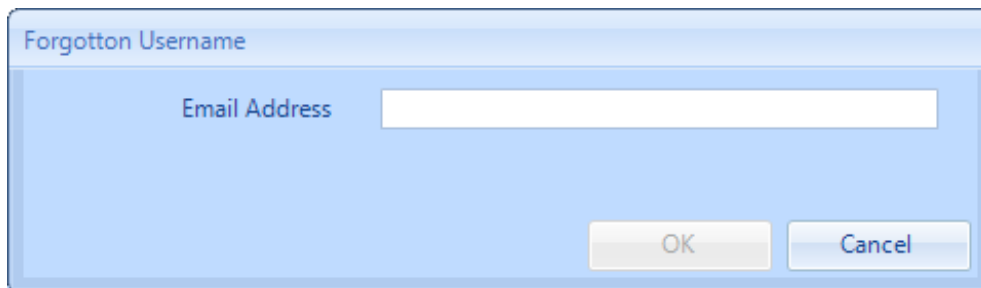
Wed, Jan 17, 2024 Accessing the Application

It is possible that a User may forget either their Username or Password, meaning they would not be able to access the application. If that is the case then they can request a Username reminder which is sent via email to the User or set a new Password. To do either of these, all that is required is a click of the relevant "Forgot" button next to the Username field or next to the Password field.

## Username Reminder

1. Click the "Forgot" button next to the Username field to display the Forgotten Username screen. In this screen, enter the **email address** that is associated to the User that is trying to log in. Click "OK" to send the email.

The email address is set up when the Person is created. To see more information on User creation, view the [profiles](#) page.

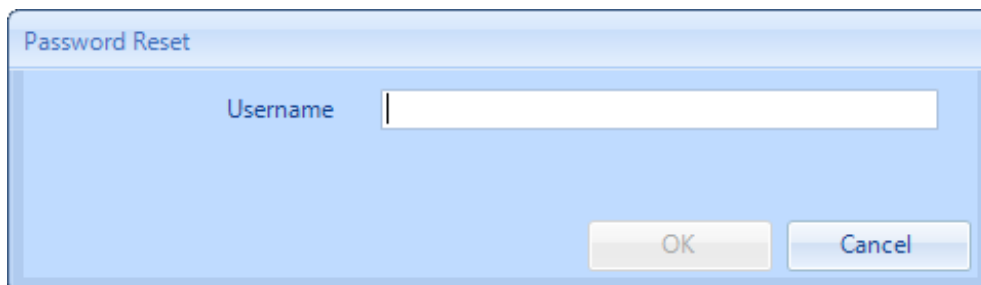


The screenshot shows a light blue dialog box titled "Forgotten Username". Inside the dialog, there is a label "Email Address" followed by a white text input field. At the bottom right of the dialog, there are two buttons: "OK" and "Cancel".

2. Once the reminder has been completed, a pop up message will appear stating "Your Username will be emailed to you".

## Password Reset

1. Click the "Forgot" button next to the Password field to display the Password Reset screen. In this screen, enter the **Username** that is associated to the User that is trying to log in. Click "OK" and the system will send a Reset Password to the Users email address. Once received, the User will then need to enter the Reset Password and then be asked to enter a new Password. Once that is done, the User will be able to log into the system.



The screenshot shows a light blue dialog box titled "Password Reset". Inside the dialog, there is a label "Username" followed by a white text input field. At the bottom right of the dialog, there are two buttons: "OK" and "Cancel".

2. Once the reset has been completed, a pop up message will appear stating "Your password has been reset and a one time password will be emailed to you".

