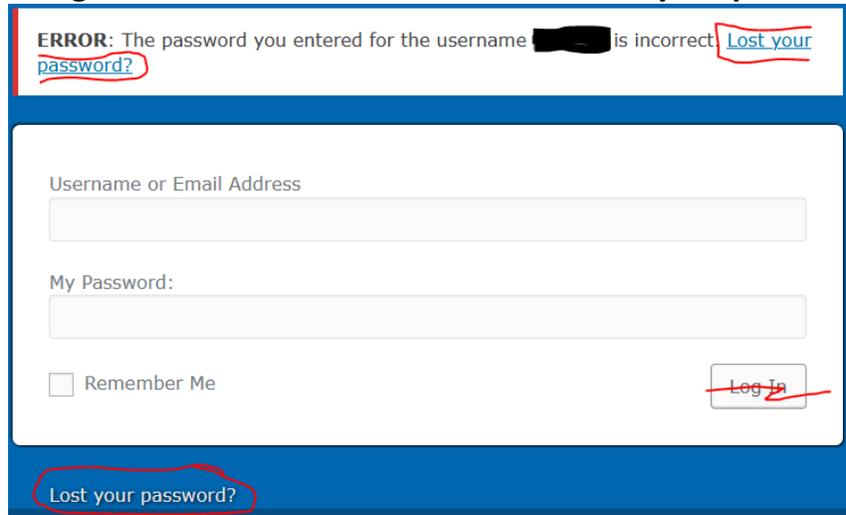


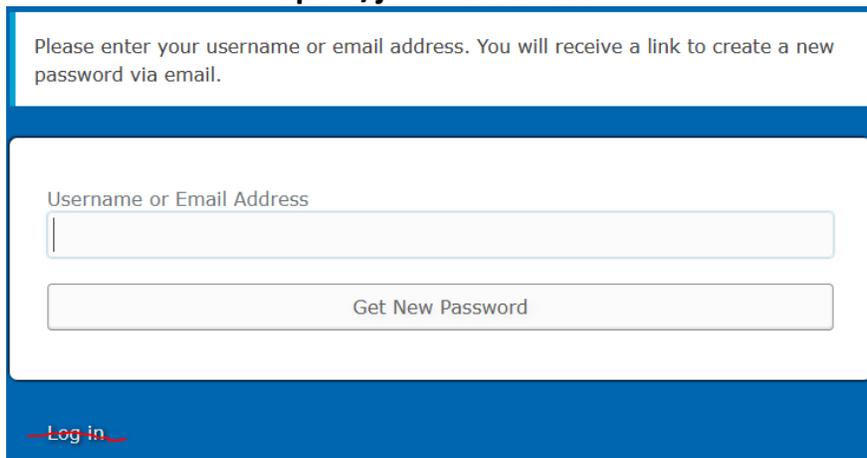
If you are having difficulty logging in and it is due to a forgotten username or password, read the following.

You should get a window like this--select the "Lost your password?" link



The screenshot shows a login form with a blue header and footer. The header contains an error message: "ERROR: The password you entered for the username [redacted] is incorrect." To the right of the error message is a link "Lost your password?". The main form area has two input fields: "Username or Email Address" and "My Password:". Below the "My Password:" field is a checkbox labeled "Remember Me" and a "Log In" button. The footer contains a link "Lost your password?". Red circles highlight the "Lost your password?" link in the header and the "Lost your password?" link in the footer. A red line is drawn through the "Log In" button.

Next you should receive a window like the one below. Enter your email address OR your username then click "Get New Password". DO NOT click "Log In" at this time. The system will send an email to your email address with a link to get a new password. It may take up to 5 minutes. Check your spam/junk folder too.



The screenshot shows a form for requesting a new password. The header contains the text: "Please enter your username or email address. You will receive a link to create a new password via email." The main form area has one input field labeled "Username or Email Address" and a "Get New Password" button. The footer contains a "Log in" link with a red line through it.

MEANWHILE DO NOT TRY AND FILL IN THE FORM WITH A USERNAME AND/OR PASSWORD UNTIL YOU RECEIVE THE EMAIL FROM THE SYSTEM THAT GIVES YOU THE LINK TO SET UP YOUR PASSWORD. If you continue to enter a bad username or password you will continue to receive the same error notification. Check your email periodically for the email from the system that contains a link to assist you

**setting up your password. After following that process, you may log in using the valid username and password.**

**NOTE: The system will send the information to the email address it currently has for you. If/when you change your email address you should update your profile information by selecting the "Update my profile" link in the "Members' Area" page. Otherwise the system does not know how to contact you. If the system never sends you an email, it is probably because the system doesn't have your current email. Send the webmaster an email for help.**

**Once you log in you may change the password to one you prefer (See "Update Profile" in "Members' Area").**