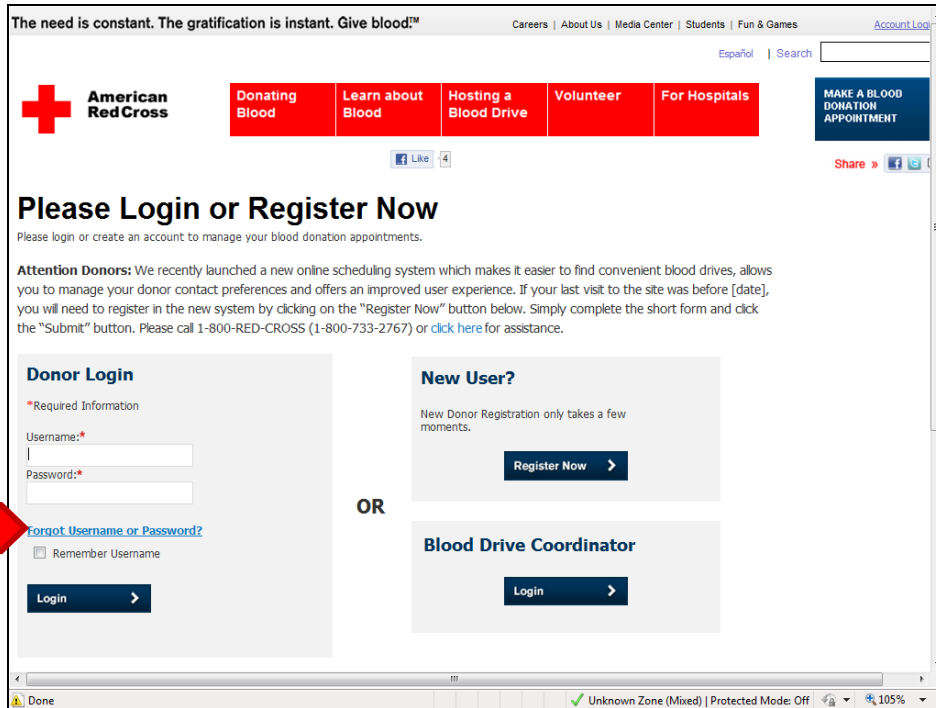
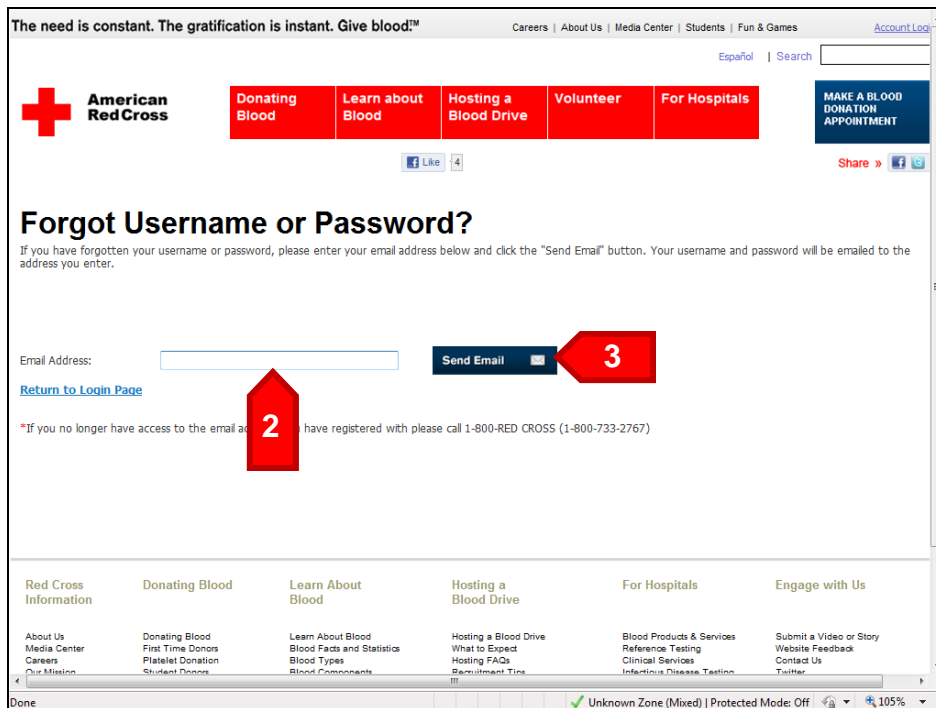


# Reset Account Password

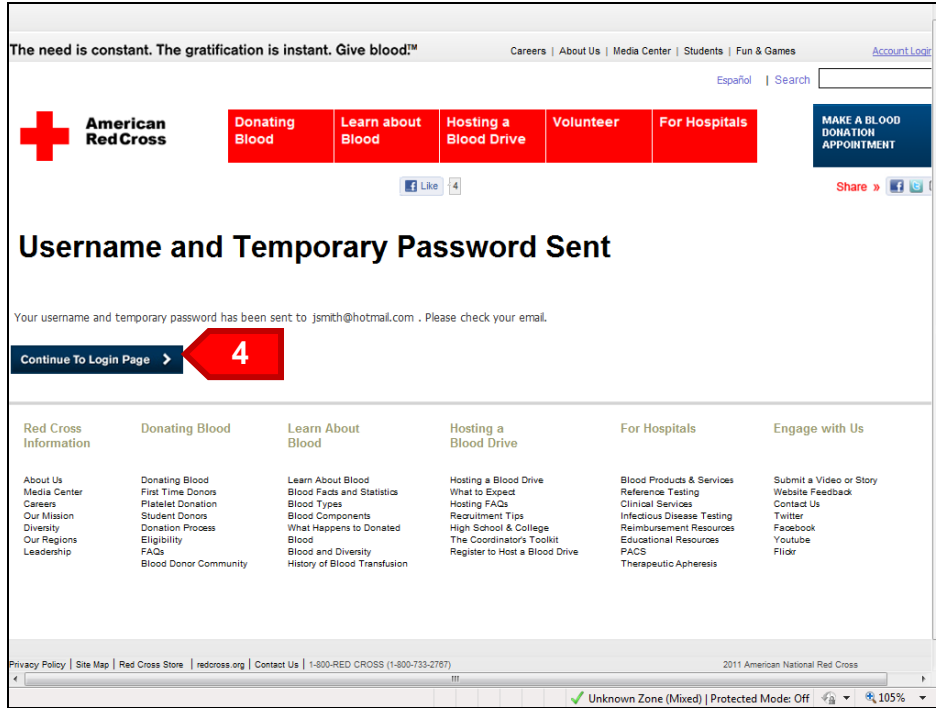


1. To reset the web account password, select **Forgot Username or Password?** on the *Login* page.

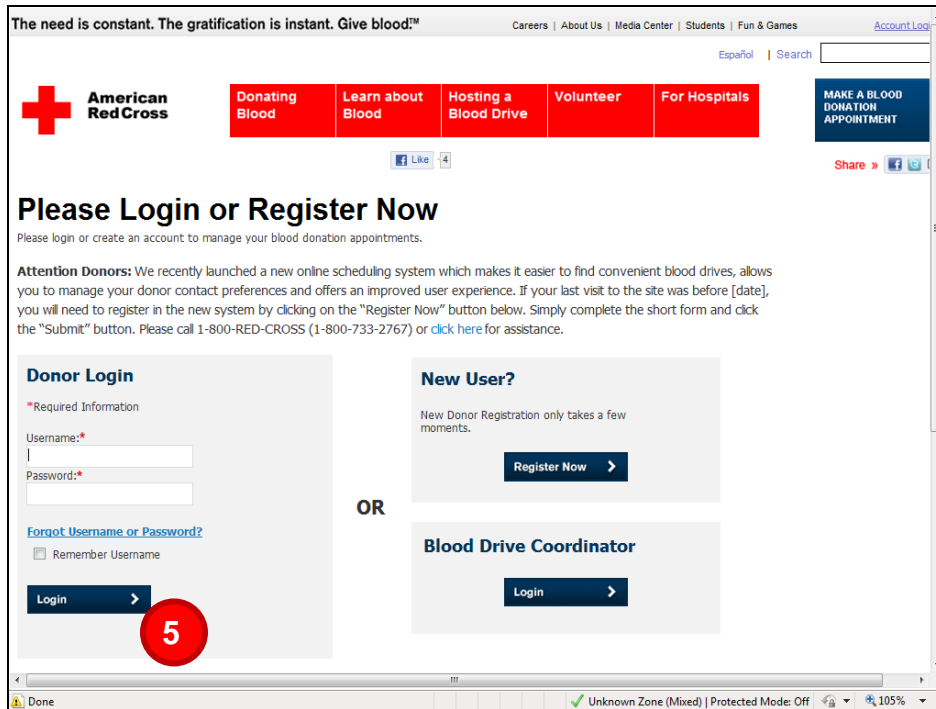


2. Type the Donor's email address in the *Email Address* field. The email address should be the same as that entered during registration.
3. Click **[Send Email]**.

# Reset Account Password



- Confirmation that username and temporary password have been emailed is displayed. Click [**Continue To Login Page**].



- View the details displayed on the *Login* page. The password for the web account has been reset.  
**Note:** A Donor can log in to the web account using the temporary password and then change it to their desired password from the **Change Password** link on the *View Profile* page.