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

5. 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.