

How to Recover a Username or Password

To recover a forgotten password:

1. Under the login area, click the link that says: Forgot your password?
2. On the next page, enter your email address for your account.
3. Complete the CAPTCHA security field.
4. Click "Submit"
5. You'll see a notification that an email has been sent to your email address.
The email contains a verification code, which you will enter on this page to prove you are the owner of the account.
6. When you receive the email with the verification code, click the link below it on the email, and you will be taken to the website. The verification code will already be entered there.
7. Enter your username and click submit.
8. On this page, enter your new password, confirm it, and click submit.
9. Your password is not changed. You can now log in with the new password.

To recover a forgotten username:

1. Under the login area, click the link that says: Forgot your username?
2. On the next page, enter your email address for your account.
3. Complete the CAPTCHA security field.
4. Click "Submit"
5. You will receive an email with your username.
6. Log in with that username.