

## How do I retrieve my login name and password?

David H. - 2022-12-22 - FAQs

If you are unable to login or forgot your password, please follow the steps below.

### Retrieve Login Name and Reset Password

1. Go to the Organization's website and click on the **Member Login** link near the top right of the homepage.
2. On the login page, click on the **Forgot Login?** link.
3. You will be redirected to the **Retrieve Login Information** page. Enter your **email address** and then click on the **Submit** button.
4. If your profile is found, an email will be sent to your email address. If your membership has expired, you will see a message at the top asking you to renew your membership or to contact the organization for assistance.

#### Note

If you didn't receive the email, please check your junk or spam folder.

1. Open the email that was sent and click on the **button** or **link** within the email. This will direct you to the password reset page where you will be able to view your login name and enter a new password. Click on the **Submit** button once done.
2. After your password is successfully changed, you will be automatically logged in and redirected to the dashboard.

#### Related Content

- [How do I login to MemberNova?](#)
- [How do I renew my membership?](#)