

## SIGNALLERS CLUB OF CANADA WEBSITE TUTORIAL HOW TO GET A NEW PASSWORD IF YOU HAVE FORGOTTEN YOURS October 2015

If you have forgotten your password, you can have a new password assigned to you as long as you have a current email address in your profile. See How to Change Your Profile Settings tutorial for changing your email address.

This password retrieval process uses two emails. The first email is a confirmation that you have forgotten your password and want a new password sent to you. The second email will contain your new password.

This assigning of a new password/emails is done automatically by the website.

If your current email address is not in your profile or you do not have an email address see No email address - username and password tutorial.

When you click on the **log in** link of the Log In tab you will see a link for **Forgot your password?**



Forgot your Password? link

Figure 1. Forgot Password Link

Click on the **Forgot your password?** link

Figure 2. Password Reset Send To

Enter either your **username** (case sensitive) **OR** the **email address** you have in your profile and click on the **submit** button.

You will see a **Check your email to find instructions for resetting password** in the Log in Tab.

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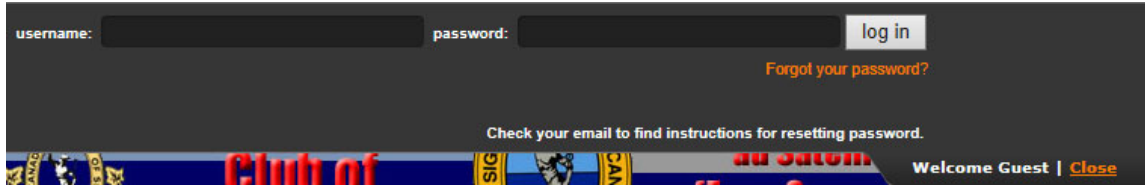


Figure 3. Password Reset Message

Check your email for an incoming message. Note this can take from a few seconds to some time depending on the internet and email settings. Keep rechecking/refreshing your email.

The email will be from "Sigs Club Admin" with a subject line of "**Request for new password for <http://www.the-sigs-club.ca/>**".

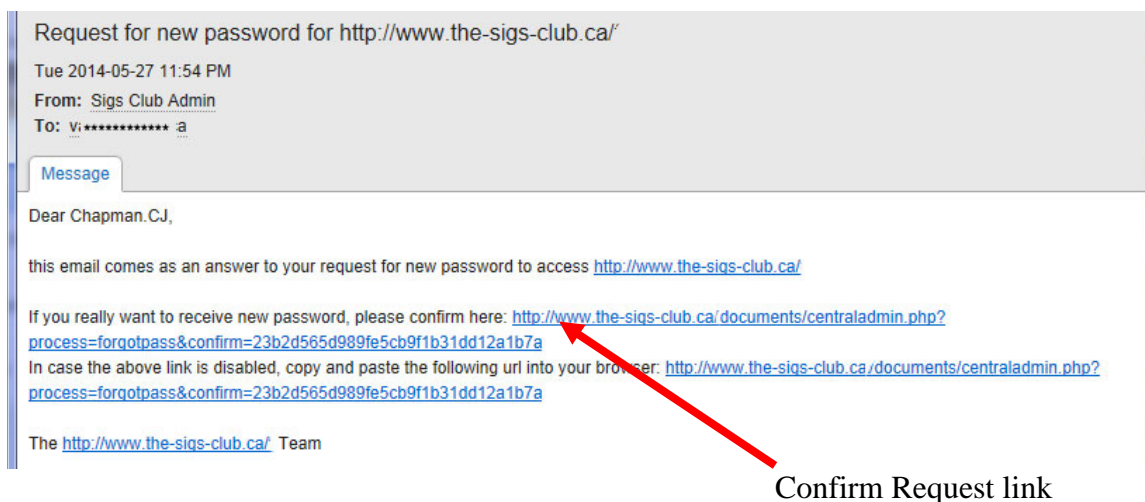


Figure 4. Request for New Password Confirmation email

Click on the **Confirm Request** link to receive your new password. **Note that once you click on this confirmation link your current password is no longer valid!**

You may see the following to let you know that your new temporary password has been sent to you.

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Figure 5. Sigs Club Web Page confirmation that password has been sent.

Again you will have to check your email for the second email from "Sigs Club Admin" with a subject line of "New password for <http://www.the-sigs-club.ca/>"

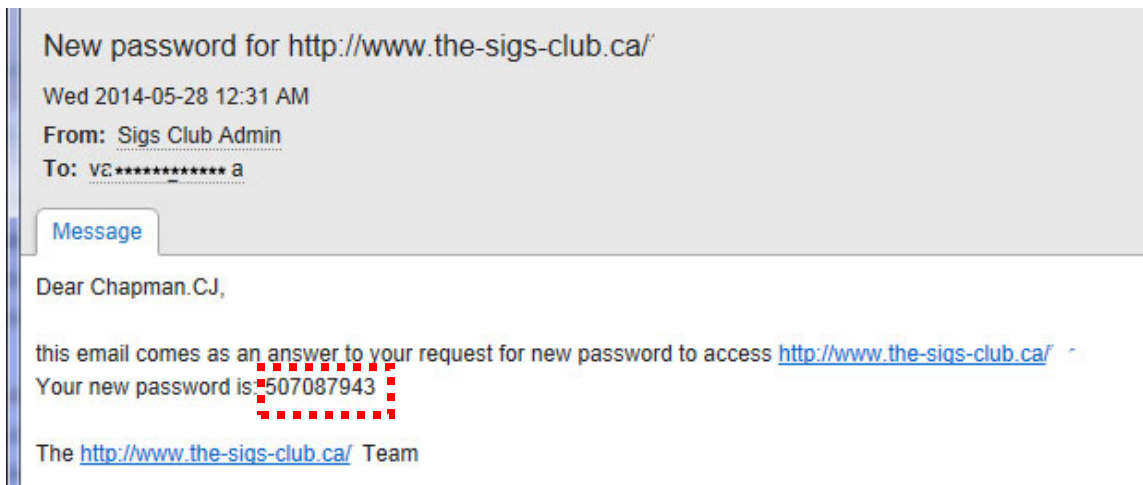


Figure 6. New Password email

Copy this password and go to the Sigs Club web page.  
Click on **log in** and enter your **username** and enter (paste) this **new password** and click the **log in** button.

Once logged in you are strongly recommended to change your password to a password of your choice. See How to Change your Password tutorial.