

# Forgot Your Password?

1. Enter your user ID, which is typically the email address registered in our system.
2. Click on "I forgot my password".
3. Enter the answers to your security questions.
4. Click on "Reset Password".
5. An email will be sent to you with a temporary password.
6. Enter the temporary password (CASE SENSITIVE) in the password field of the SecureMessaging log in screen.
7. Click "Log In".
8. You will then be asked to enter a new password.
  - a. This password should be one that you have not used before.
  - b. It needs to be between 6 and 15 characters long.
  - c. It needs to have at least 1 number in it.
9. You will also be asked to answer 2 security questions of your choosing.
10. Click "Set Password".
11. You will receive 2 emails, verifying that you have changed your password and security questions.
12. You will now be taken to your SecureMessaging account inbox, where you can view the messages sent to you by our staff.