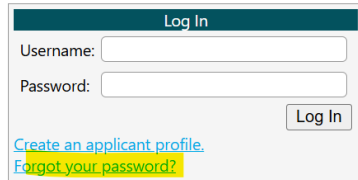


Reset Password Manual

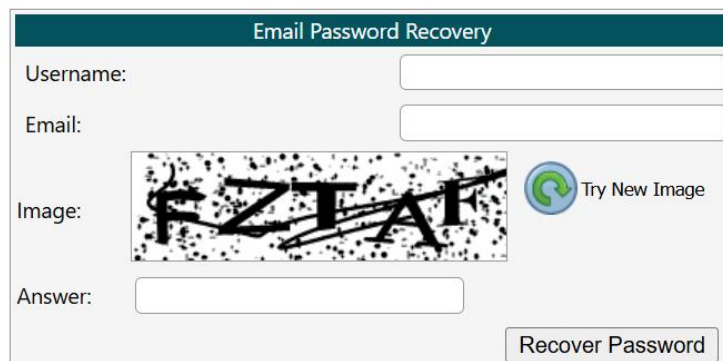
On the main page please click the link "[Forgot your password](#)".



A screenshot of a 'Log In' form. It has a title bar 'Log In' in a dark teal box. Below it are two input fields: 'Username:' and 'Password:'. To the right of the 'Password:' field is a 'Log In' button. Below the input fields are two links: 'Create an applicant profile.' and 'Forgot your password?' which is highlighted in yellow.

A new window will pop up, see below:

1. **Enter your username** in the following format: **lastname.firstname** (all lowercase).
2. **Enter your email address.** This will typically be the personal email address you provided during onboarding. If you elected to use your Waypoint email instead, please enter that address.



A screenshot of an 'Email Password Recovery' form. It has a title bar 'Email Password Recovery' in a dark teal box. Below it are two input fields: 'Username:' and 'Email:'. Below these is an 'Image:' field containing a CAPTCHA image with the letters 'RZTAF' and a 'Try New Image' button with a circular arrow icon. Below the CAPTCHA is an 'Answer:' input field. At the bottom right is a 'Recover Password' button.

You will receive an email at the address you provided (please check your spam or junk folder if you do not see it). Follow the instructions in that email to reset your password.

To change your password, navigate to **My Profile** and select **Change Password** from the dropdown menu.

- Enter the temporary password in the **Current Password** field.
- Enter your new password in both the **New Password** and **Confirm New Password** fields.

Please ensure your new password is alphanumeric (containing both letters and numbers) and keep it confidential. Once completed, click **Change Password**.