

# Resolve Forgotten Sign In Credentials

The “**Forgot Username?**” option allows them to recover a forgotten user name. The “**Forgot Password?**” option will walk a user through resetting a forgotten password.


## Forgotten Username

If a user forgets their user name, they must do the following to retrieve it:

1. On the Sign In page, click the **Forgot Username?** option.



2. The **Retrieve Username** page will open. They will enter their **Email Address** and click **RETRIEVE USERNAME**.

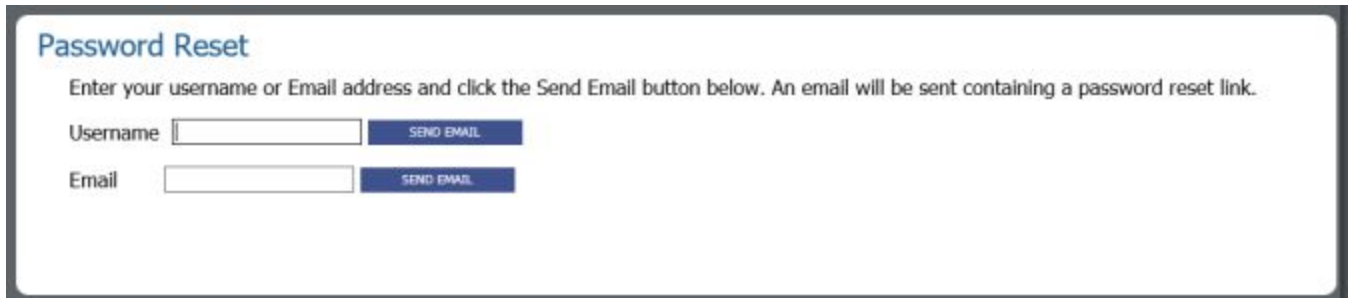


3. An email message containing the user’s Username will be sent to the specified address. They can then use it to sign into eUtilities.

## Forgotten Password

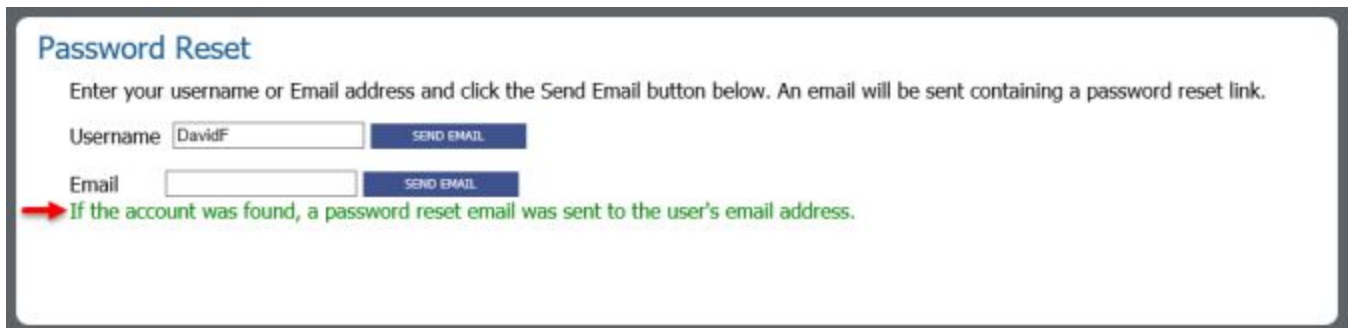
If a user forgets their password, they must do the following to reset it:

1. On the Sign In page, click the **Forgot Password?** option.
2. The Password Reset page will open. Here, the user must enter either their **Username** or **Email** address and then click **SEND EMAIL**.



The screenshot shows the 'Password Reset' page. At the top, it says 'Password Reset' in blue. Below that, a message reads: 'Enter your username or Email address and click the Send Email button below. An email will be sent containing a password reset link.' There are two input fields: 'Username' and 'Email'. Each field has a blue 'SEND EMAIL' button to its right. The fields are currently empty.

A message will appear below the entry fields to inform the user that the “password reset email” has been sent.



This screenshot shows the same 'Password Reset' page, but now with a success message. The 'Username' field contains the text 'DavidF'. Below the input fields, a green message with a red arrow pointing to it reads: 'If the account was found, a password reset email was sent to the user's email address.' The 'SEND EMAIL' buttons are still present.

3. When the user receives and opens the email message, they must click the “**Password Reset**” link within the message.  
**Note:** The Reset Email will eventually expire, so this processes should be completed in a timely manner.
4. The Reset Password page will open. Here the user can enter and re-enter (for confirmation purposes) their **new** password.

Click **RESET PASSWORD**.

**Reset Password**

Enter the information below to select a new password.

New Password

Confirm New Password

**RESET PASSWORD**

5. The user will be taken back to the eUtilities Sign In page where they can log in with their new password.