

User Login and Passwords

How do I login to the website?

- Click your site login link {url: /login}
- Type in your username or email address
- Type in your password
- Click the Log in button

tags: user login, passwords

I can't login. I keep getting the message "Sorry, unrecognized username or password". What am I doing wrong?

- Be sure you typed in your correct username or email address. If you are not sure what your username is, use your email address instead
- Passwords are case sensitive. Make sure your CAPS LOCK key is disabled
 - Is it still not working. Then you should request a new password {url: /user/password}

tags: user login, passwords, troubleshooting

User Login and Passwords

I forgot my password. How do I request a new password?

- Click the Request new password link {url: /user/password}
- Type in your email address and password and click the E-mail new password button
- Confirm that you see a message on the screen that says "Further instructions have been sent to your email address"
- Look for an email message from the site with the subject line "Replacement login information..." and follow the instructions in that email

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I requested a new password but didn't receive the Replacement login email. What did I do wrong?

- After typing in your email address and clicking the E-mail new password button, make sure you get a message on the screen that says "Further instructions have been sent to your email address"?
- Check your Spam folder to make sure the email didn't go to spam
- If you are still having issues, contact your site administrator or Aha Consulting

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How do I change my password?

1. Login to the website
2. Go to the User page {url: /user}
 - a. Either type /user to get there or click the "Update your password" link on your Dashboard page
3. Click the Edit tab
4. Fill in the 'Password' and 'Confirm Password' fields
5. After entering your password, make sure it says "Passwords Match: Yes" to the right of the Confirm Password field
6. Click the Save button
7. Confirm that you receive a message on the screen saying 'The changes have been saved.'

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My password strength is Low. Is that a problem?

The site tries to help you by telling you if you are creating a secure password that will not be easily hacked. You might see "Password strength: xxx" next to the password field with xxx replaced by the words Low, Medium, or High. You might also see a red box that says "It is recommended to choose a password that contains at least six characters. It should include numbers, punctuation, and both upper and lowercase letters." These messages are for informational purposes only. You are allowed to create and password that you want, unless your site has been specifically designed to require a minimum number of characters.

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