Password and Account Maintenance

Resetting a Password

If a participant has an account in the system, but cannot remember their password, they can use the Forgot Password link to reset their password.

The Forgotten password link is located on the Account Sign In page.

- Select “Click here” next to: If you have forgotten your password

The Password Management screen opens:

- Enter the email address for the account and click Get Password
• An email containing information on resetting the password is sent to the email address provided. Note: this email is sent from messenger@esclive.net

Changing a Password

If a participant already has an account in the system, and knows their current password, they can use the My Account link to Change password for their account or the Change primary email address link to change the email address associated with their account.

To change a current password:

• Click the Sign In button
• Enter the email address and password in the correct fields
• Once logged in, select the User Account link from the main menu bar
  
  Change primary email address...
  Change password
  Secondary Email:

• Click on the Change Password link at the top of the page

The Change Password window opens:

[Input fields for Old Password, New Password, Confirm New Password]

• Enter the email address assigned to the account in the Email Address field
• Enter the current password in the Old Password field
• Enter the new password in the New Password field
• Confirm the new password in the Confirm New Password field
• Click the Change Password button to save the new password

Changing Email Address (Login)

If an email address has changed follow these steps to change it on the user’s account:

• Click the Sign In button
• Enter the email address and password in the correct fields
• Select the **User Account** link from the main menu bar
• Click on the **Change primary email address** link at top of the User Account page
• The Email Management window opens:

  **New Email Address:**

  **Confirm Email Address:**

  [Submit]

• Enter the New email address in the **New Email Address** and **Confirm New Email** fields
• Click **Submit** to change the email address
• This is now the email address that is used to log into the system