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

Q: What do I do now that my email address has changed?
A: If you know your previous email address, click here to update your account.
• 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

-The Change Password window opens:

- 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