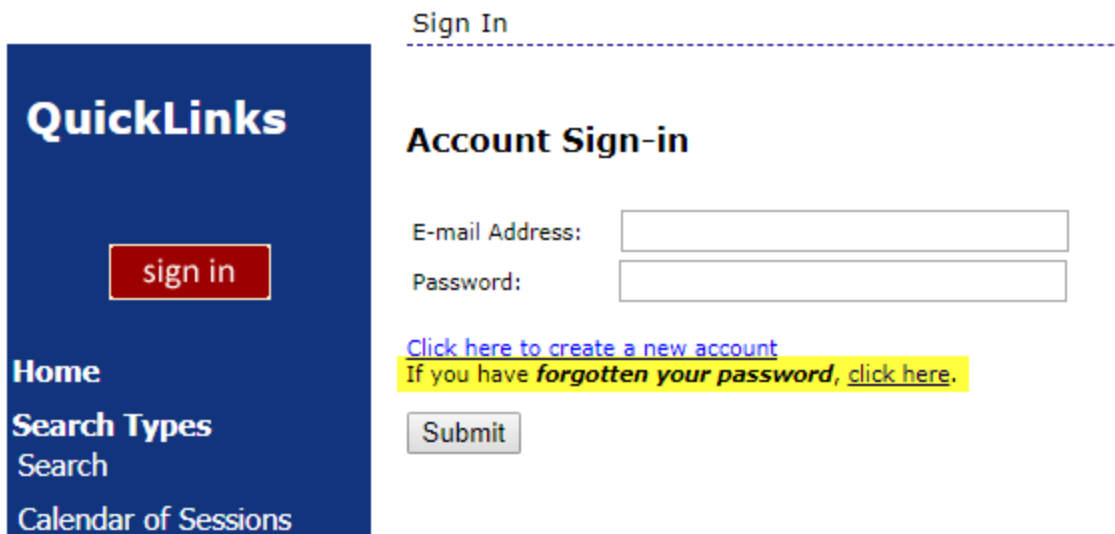


# Password and Account Maintenance

## Resetting a Password

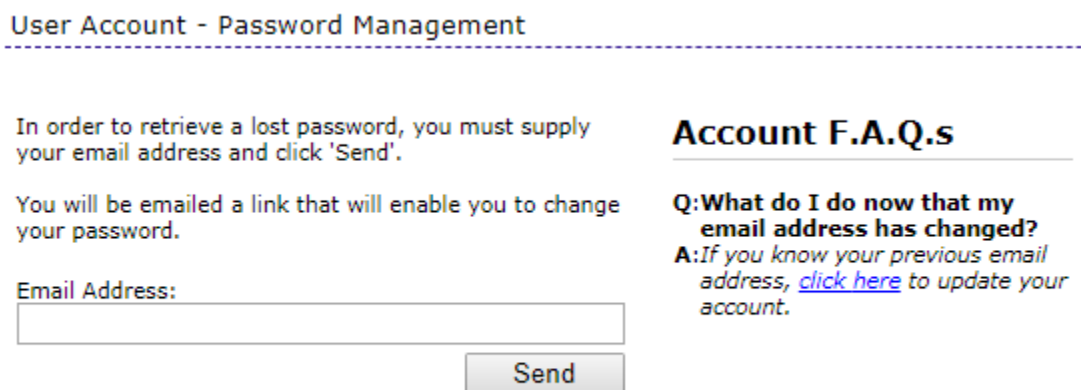
If a participant has an account in the system, but cannot remember their password, they can use the **Forgot Password** link to reset their password.

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



- Select “**Click here**” next to: If you have **forgot 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](mailto:messenger@esclive.net)

## Changing a Password

If a participant already has an account in the system, and knows their current their 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:

Old Password:

### What should your new password be?

New Password:

Confirm New Password:

Choose your new password carefully. We recommend using a password that has at least 5 characters that are alpha-numeric.

Change 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:

- 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