## **Managing Your Account**

## How do I retrieve a forgotten password?

In order to retrieve your forgotten password, your registered email needs to be valid.

- 1. Open the app and on the login screen click on the Forgot Password link.
- 2. Enter the email address you used to join OfficialMe and click on Forgot Password button.
- 3. Once you receive the forgot password email, click on the link inside the email to change your password. If you don't receive the email, check your junk/spam folders and mark email as not spam if located there.
- 4. Change your password once the link opens the change password screen.

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