How To Reset Your Password

**Step #1:** Click on the link **“Can’t Log In?”** button on the screen.

**Step #2:** You should see the screen below. Please enter your email address linked to this account.

**Step #3:** Click the green **“Submit”** button.
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**Step #4:** You will see this message display on the screen.

![Message Display](image1)

**Step #5:** Go to your email account and you should receive this email notice.

![Email](image2)

**Step #6:** Click on the link in the email and you will be taken to this screen. Enter your new password and click “Submit” button.

![Password Entry](image3)
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**Step #7:** You will see a display of the screen shown below. Then click the **“Go to Sign in Page”** button.

**Step #8.** Log in.
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**Step #9:** If you receive this email message follow the instructions in the email.

```
Password Assistance  → inbox x

do-not-reply@train.org
to me ¬

Dear Sir or Madam,

We received a request to reset the password associated with this e-mail address.

We are not able to give you this information via e-mail because there are multiple accounts associated with this e-mail address.

Please contact Support Team at denny.white@ict.gov for further assistance.

TRAIN Team
Public Health Foundation

(1371)
```

**Important:** It can take 24 hours before you receive a reset password.