



## ID and Password

### How do I get a user ID and password?

To register, follow these steps:

- Click "New User? Please register"
- Create your user id profile, and choose your login/user ID and a password. You will also be asked for a challenge question to answer in case you forget your password. Please take note your answer to the challenge question is case sensitive. When finished, click the save button.
- Return to login page and enter your login/user id and password. Click on the red arrows to continue.

### I forgot my password. What should I do?

Enter your user ID and click "Lost Password". You will be prompted for your challenge question and then you can reset the password. Remember the answer to your challenge question is case sensitive.

### I got an error that said the user ID already exists. What should I do?

If you press the "Save" button twice (while waiting for a response) or accidentally double click on it, you may see this message. Your user ID will be created with the first press of the "Save" button, so the second click during the save process causes this error to be displayed. If you believe this is the case, please try to log in with the user ID and password you created.

If you are sure you only pressed "Save" one time, then the user ID may have been chosen by a different person. Please choose a different ID and try again. If you are still having difficulty, please [contact us](#).

### Other Login/User ID and Password issues:

We recommend using Internet Explorer 9.0+ to access the system.

If you have tried two times and received the invalid password message, enter the user ID and then click "lost password". At that point, if your ID is valid, you will be prompted to answer your challenge question that was set up during registration. Please respond to the challenge question which is case sensitive. When you successfully answer the challenge question, you will be prompted to reset the password for your account.

If you are still having trouble, please [contact us](#).