Virtual Office Forgotten Password Help

Documentation for Virtual Office version 2.0

Introduction

This document explains how to reset your Virtual Office password if it is forgotten.

Table of Contents
Introduction................................................................................................................................. 1
Table of Contents........................................................................................................................ 1
How to reset your password........................................................................................................ 1

How to reset your password

If you have forgotten your password and need to have it reset, follow the directions below.

1. From the “Login” page, click the “Forget your password?” hyperlink. (Example A)

2. Once the “Reset Password” page has loaded, you will see two text boxes.
- **Username** – enter the username you use when logging into the Virtual Office.

- **E-mail Address** – enter the email address associated with your Virtual Office member account.

### Virtual Office - Reset Password

Enter your username and e-mail address in the boxes below to reset your password. You will receive an e-mail shortly with the new password. If you do not have an e-mail account, please contact your site's administrator.

- **Username**: 
- **E-mail Address**: 

3. **Click** the “Send” button. (Example B)

4. You will be notified on the Password Reminder screen that an “**Email has been sent to your email address**”. Check your email Inbox associated with your Virtual Office member account (the address you entered on this screen). You will receive an email with the Subject **Virtual Office – Password Reminder**.

- The email will display your Username and a Temporary Password for logging into the Virtual Office System. You may change your password after logging in by going to the “**My Profile**” screen.