

# 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.

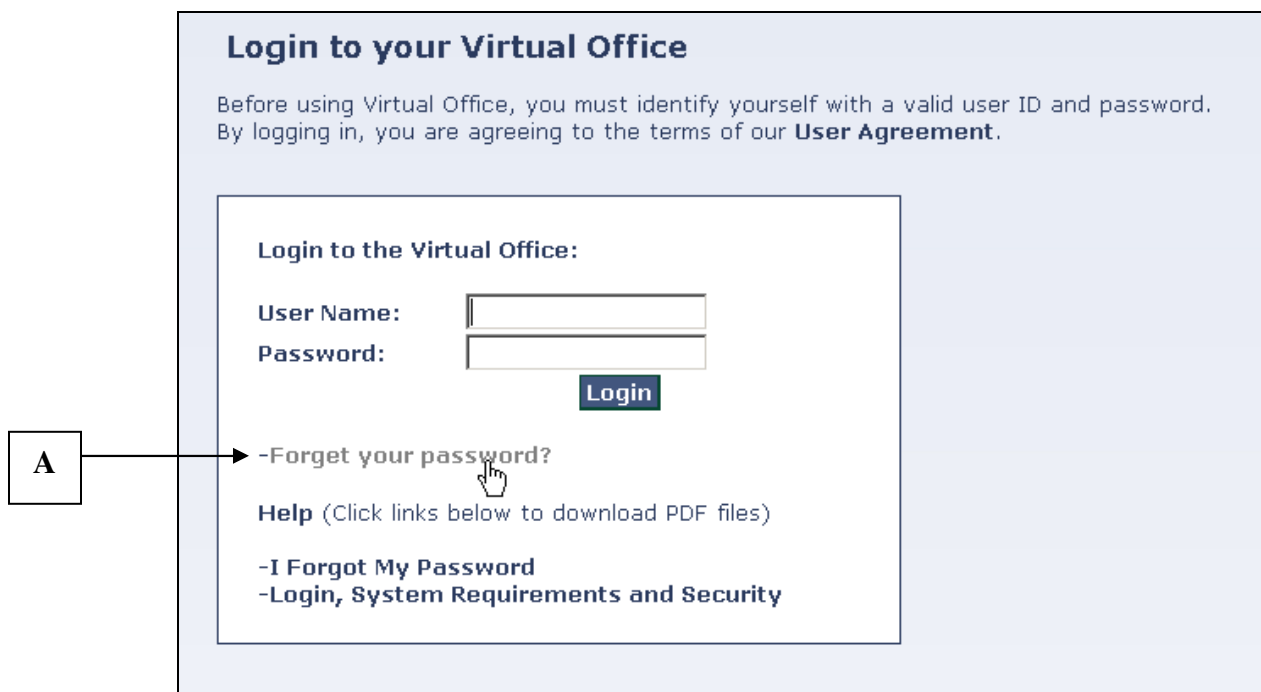
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## How to reset your password

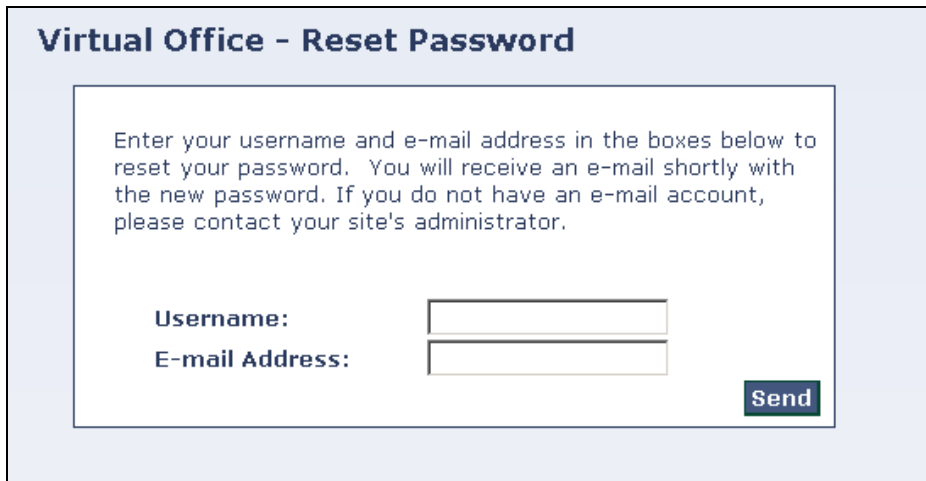
If you have forgotten your password and need to have it reset, follow the directions below.

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**

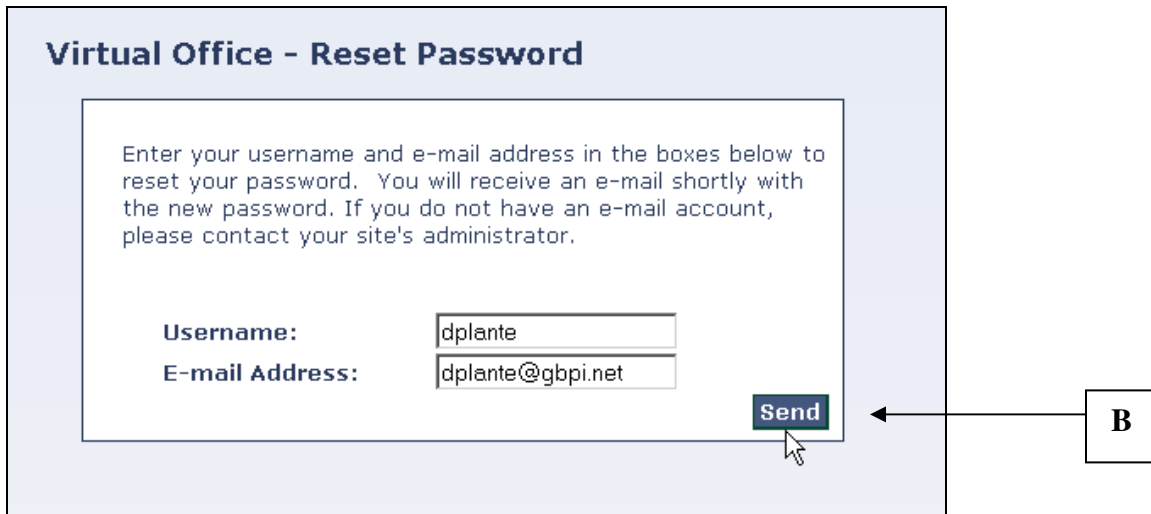
Enter your username and e-mail address in the boxes below to reset your password. You will receive an e-mail shortly with the new password. If you do not have an e-mail account, please contact your site's administrator.

Username:

E-mail Address:

**Send**

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



**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:

**Send**

**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.