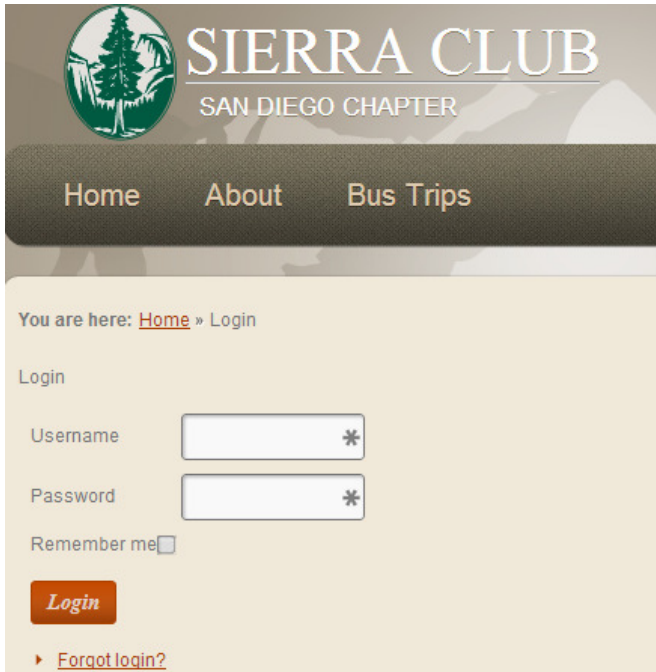


## HELP! I've forgotten my login username and / or password!

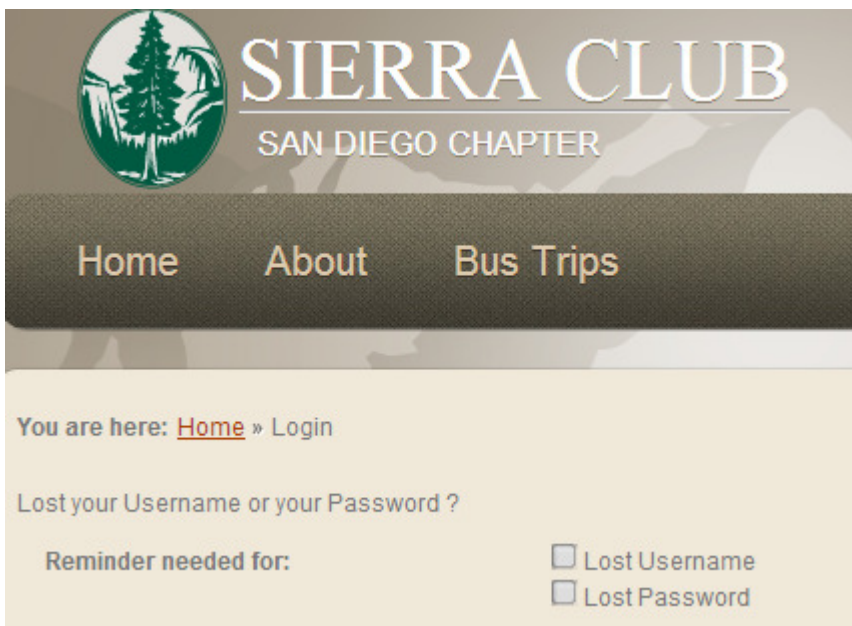
No problem! Just follow these few simple steps and you will be able to retrieve your login credentials.

Step 1: Click on **Login** in the upper right hand corner of the Home page. And then click **Forgot Login?**



The screenshot shows the top navigation bar with the Sierra Club logo and the text "SIERRA CLUB SAN DIEGO CHAPTER". Below the logo are three menu items: "Home", "About", and "Bus Trips". The main content area has a breadcrumb trail: "You are here: [Home](#) » Login". Below this is a "Login" section with two input fields: "Username" and "Password", each with a "\*" character on the right. There is a "Remember me" checkbox below the password field. A red "Login" button is positioned below the fields. At the bottom left of the login section is a link: "▶ [Forgot login?](#)".

Step 2: If you **forgot both your username and your password**, please recover the username first, then the password. To recover your username, please enter your E-mail Address, leaving Username field empty, then click the Send Username button, and your username will be sent to your email address. From there you can use this same form to recover your password. The email address you use **MUST** be the one that you originally registered with.



The screenshot shows the top navigation bar with the Sierra Club logo and the text "SIERRA CLUB SAN DIEGO CHAPTER". Below the logo are three menu items: "Home", "About", and "Bus Trips". The main content area has a breadcrumb trail: "You are here: [Home](#) » Login". Below this is a section titled "Lost your Username or your Password ?". Underneath is the text "Reminder needed for:" followed by two checkboxes: " Lost Username" and " Lost Password".

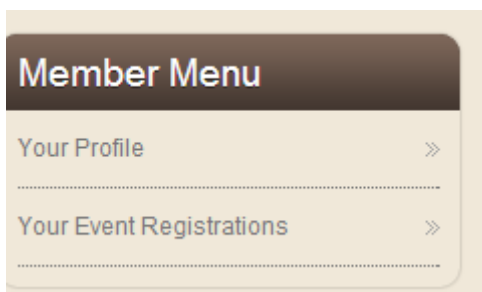
► If you **lost your password** but know your username, please enter your Username and your E-mail Address, press the Send Password a new password shortly. Use this new password to access the site.

Username:

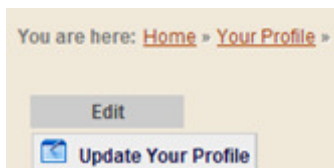
E-mail Address:

[Send Password](#)

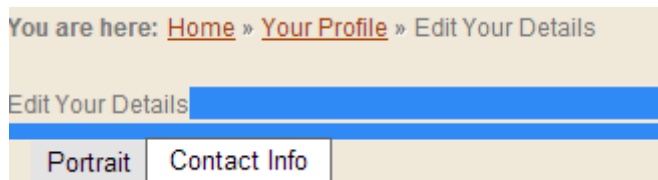
Step 3: If you requested a new password, you should edit your Profile and change the password to something you are more likely to remember. To do that, Login and go to the Member Menu on the bottom half of the Home page. Click on **Your Profile**.



Then click on **Edit → Your Profile**.



And finally, click on the **Contact Info** tab to enter your new password.



And now you are back in business. We hope to see you on one of our bus trips soon.