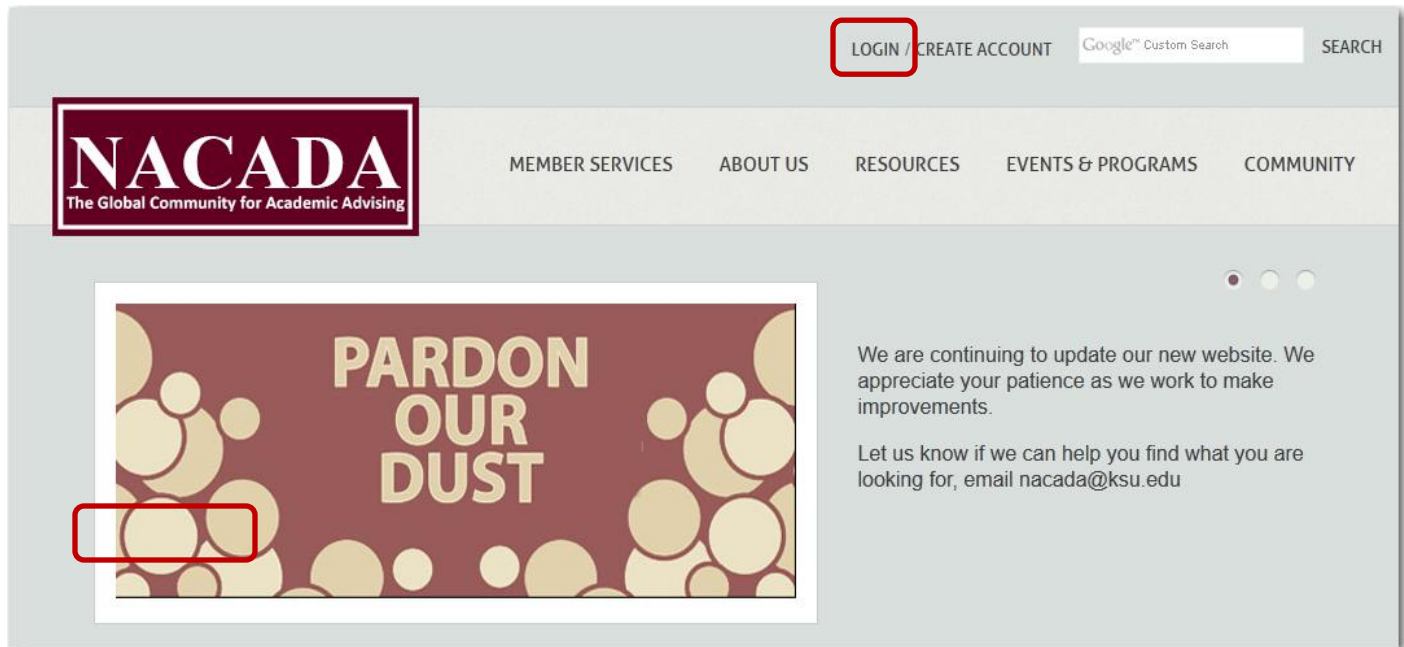


**How to retrieve a lost password:**

**STEP 1**

Click "LOGIN"



**STEP 2:**

Select "I forgot my password."

Enter your primary email address; click "Next"

A screenshot of the "Sign In Help" form. The title is "Sign In Help" and the subtitle is "Let's get you signed in to NACADA". Below this is the instruction "Select the situation that best applies to you." There are three radio button options: "I don't know what email I used for my user account.", "I forgot my password." (which is selected and highlighted with a red box), and "I asked for sign in assistance, but never received the email." Below the options is the section "Forgot my password" with the instruction "Please enter your email address, and/or user name, if different. We will use these pieces of identification to locate your SMEP record so we can get you logged in quickly and easily." There are two input fields: "Email Address" and "User name or ID", both highlighted with red boxes. At the bottom left is a "Next" button, also highlighted with a red box.

If you cannot remember what was selected as the primary e-mail address, select "I don't know what email I used for my user account." Enter any set of addresses that you might have used. Click "Find my user account"

A screenshot of the "Sign In Help" form. The title is "Sign In Help" and the subtitle is "Let's get you signed in to NACADA". Below this is the instruction "Select the situation that best applies to you." There are three radio button options: "I don't know what email I used for my user account." (which is selected and highlighted with a red box), "I forgot my password.", and "I asked for sign in assistance, but never received the email." Below the options is the section "Look for the e-mail address used as the user name of your existing user account" with the instruction "You can give us up to 3 email addresses, so we can help you find which one was used to create your SMEP sign in." There are two paragraphs of text explaining the process. Below this are three input fields: "Email Address", "Second Email Address", and "Third Email Address", all highlighted with red boxes. At the bottom is a "Find my user account" button, also highlighted with a red box.

**STEP 3A: If your email was found in the system you will receive either of the following messages:**

If you do not have a secret question; click “Yes” to have an email sent with a link to STEP 4

If you do have a secret question, enter the answer to your question as well as the CAPTCHA phrase. Click “Next” to go to STEP 4

**Sign In Help**  
**No Secret Question**

We were able to locate your user name/email address, but without a valid secret question in our system we can no longer proceed. Receive your password in an email sent to the address on record for the user account we located for you?


Yes     No

**Sign In Help**  
**Forgot my Password**

We have located your contact record and can get you logged into the system. First, we need to confirm that you are the person who belongs to this sign in.

Please answer the personalized question below:

What is your mother's name?



If you can't read the characters click here to generate a new image

To confirm that you are really seeing this screen please type the characters

Next

**STEP 3B: If your email was not found in the system you will receive the following messages:**

**Sign In Help**  
**Identification not valid**

Try again with different identification

Create a new user

Next     Cancel

**Create New User Account**

Please Complete all fields below to create your New User account.

First Name

Last Name

E-mail

Please confirm email address

Web Login Name

Web Login Password

Type it again

Secret Question

Secret Answer

Parent Customer

Create account and sign in

Select “Create a new use,”  
Click “Next”  
Complete the form and select  
“Create account and sign in”

**STEP 4:**

Enter your new password. You may also create/change your secret question/answer if you would like.  
Click "Save Changes"

**Change My Password**

Congratulations! You are now logged into the NACADA website.

To make it easier to sign in next time, please change your password here before proceeding. You may also change your personalized question and answer at this time.

Web Login Password	<input type="text"/>
Re-enter New Password	<input type="text"/>
Secret Question	Do not have a secret question <input type="button" value="v"/>
Secret Answer	<input type="text"/>

**Save Changes**

Cancel

**Build a better password**

Do not use the same password you have used with us previously.

Ensure that all of your online accounts have different passwords.

Your name, email address or personal information that is viewable online should not be included when creating your password.

Use at least 8 characters including at least 1 number.