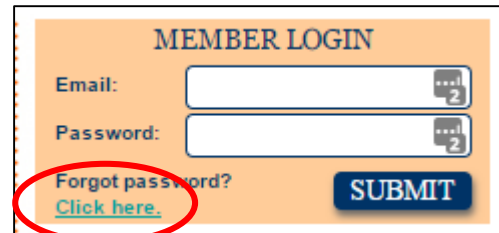


FORGOT PASSWORD PROCESS – May 24, 2017

If you have forgotten your password or are logging in for the first time since November of 2016, please follow these instructions.

1. Click “Click here” under the words Forgot password? in the gold login box.



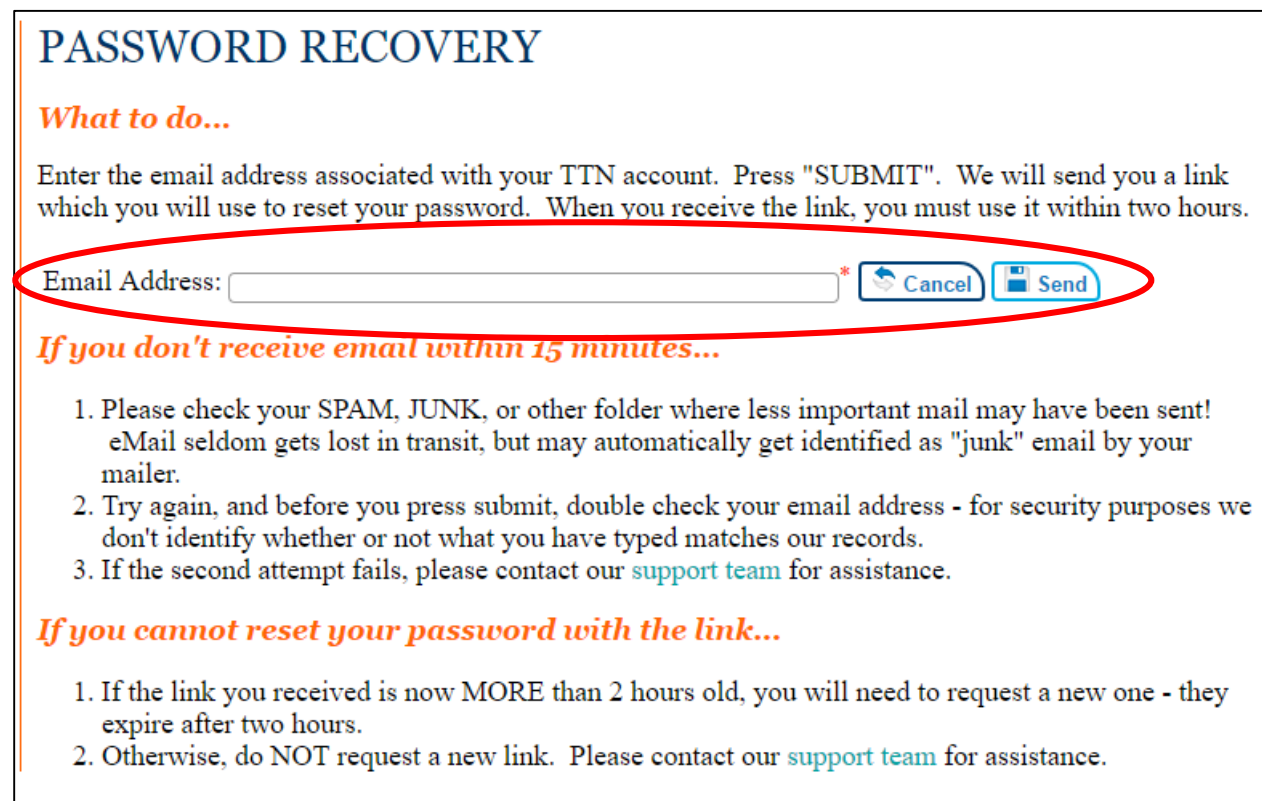
MEMBER LOGIN

Email:

Password:

Forgot password? [Click here.](#)

2. The next screen will ask you to submit the email address associated with your TTN account. Enter that email address and click “Send”



PASSWORD RECOVERY

What to do...

Enter the email address associated with your TTN account. Press "SUBMIT". We will send you a link which you will use to reset your password. When you receive the link, you must use it within two hours.

Email Address: *

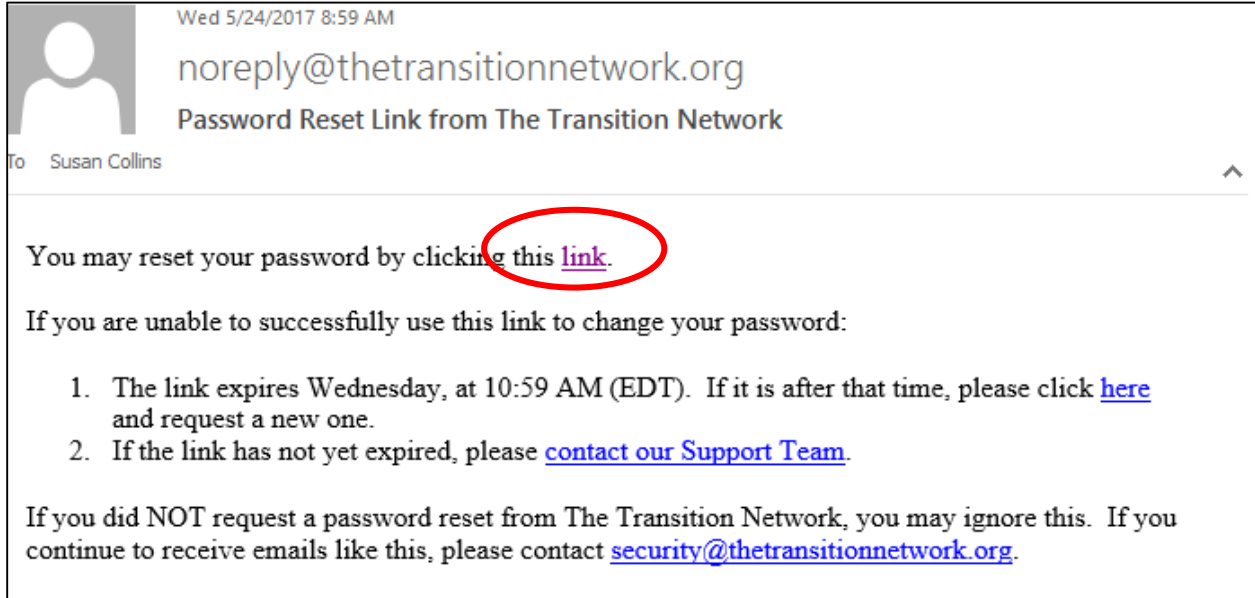
If you don't receive email within 15 minutes...

1. Please check your SPAM, JUNK, or other folder where less important mail may have been sent! eMail seldom gets lost in transit, but may automatically get identified as "junk" email by your mailer.
2. Try again, and before you press submit, double check your email address - for security purposes we don't identify whether or not what you have typed matches our records.
3. If the second attempt fails, please contact our [support team](#) for assistance.

If you cannot reset your password with the link...

1. If the link you received is now MORE than 2 hours old, you will need to request a new one - they expire after two hours.
2. Otherwise, do NOT request a new link. Please contact our [support team](#) for assistance.

3. You will receive an email to reset your password. Click the link.



4. You will be taken to a page where you will insert your new password. **Take note of the password requirements – 8 characters with at least one capital letter, one lower case letter and one number.**

Sorry you were having trouble...

This page will reset your password for The Transition Network web site.

New Password: *

Re-type Your New Password: *

Your new password must have:

- At least 8 characters
- An UPPER CASE character
- A lower case character
- A digit (0-9)
- Passwords must match

5. As you type in your new password, the blue box on the right will check to make sure you are entering all the required characters.

Sorry you were having trouble...

This page will reset your password for The Transition Network web site.

New Password:*

Re-type Your New Password:*

Your new password must have:

- At least 8 characters
- An UPPER CASE character
- A lower case character
- A digit (0-9)
- Passwords must match

6. When you have created a new password, and have re-typed it into the second box, the blue box on the right will show you that you have done everything correctly.

Sorry you were having trouble...

This page will reset your password for The Transition Network web site.

New Password:*

Re-type Your New Password:*

Your new password must have:

- At least 8 characters
- An UPPER CASE character
- A lower case character
- A digit (0-9)
- Passwords must match

7. Click "Set Password"

8. You will then see the box below. Click Ok and you can then proceed to navigate the website, renew your membership and sign up for programs and events.

