



Passwords – Forgot or Not Working

If you cannot remember your password, you can **request a recovery of your password**. Go to the **Sign In** screen and **Click Here** in the “**Forgot Your Password**” box. You will have to type in your **Profile Email Address** and click the **Reset Password** button. See images below.

The first screenshot shows the 'Sign In' screen. It features a 'Profile Email Address' and 'Profile Password' input fields, a 'Sign In' button, and a 'Don't have a profile?' box with a 'Click here to create a new profile.' link. A red box highlights the 'Forgot your password?' box, which contains a 'Click here to recover your password.' link. A red arrow points to this link. The top right corner has 'Sign In | Create Profile' and 'Home | Search for Careers' links.

The second screenshot shows the 'Password Reset' screen. It features a 'Profile Email Address' input field and a 'Reset Password' button. A red box highlights the 'Profile Email Address' input field, and a red arrow points to it. A 'Warning' box states: 'You can only reset your password once every 24 hours. If you do not receive an email with a new password within 24 hours, please check your spam filters and junk mail.' The top right corner has 'Sign In | Create Profile' and 'Home | Search for Careers' links.

Passwords – Important Info

A few things to note about passwords on our system:

- The password email will be sent to the **Profile Email Address** you used to create your profile.
- When you request a recovery of your password, check your **spam or junk folder** for the recovered password email.
- Passwords are case sensitive so ensure your Caps Lock is off.
- If you attempt to put in your **password too many times**, the system will lock you out for 24 hours – this is for your protection in the event an unauthorized person tries to get into your profile.

The system does not allow us to see your password - we cannot reset it or provide it to you.