

I have forgotten password, or my account has been deactivated.

Password Retrieval

If you have forgotten your password, then please click on the 'Forgot Password' link located next to the red login button. In order to retrieve a lost password, you must supply your email address and click 'Send'. You will be emailed a link that will enable you to change your password.

If your email address has changed, then please log into your account with your "old" email address, and go to 'My Account' in the gold menu column on the left. You can update your email as well as any other contact information in your user profile.

The screenshot shows the top navigation bar with a gold menu on the left containing links like Home, Search Types, User Account, and Information. The main content area is divided into two sections: 'Account Sign-In' and 'Create an Account'. The 'Account Sign-In' section has a light gray background and contains a 'Sign in to your account' heading, two input fields for 'E-mail Address' and 'Password', a red 'Login' button, and a blue link for 'Forgot Password?'. The 'Create an Account' section has a dark blue background and contains a heading, a brief instruction, and a white 'Create Account' button.

The screenshot shows the 'My Account - Password Management' page. On the left is a gold menu with a 'QuickLinks' section containing a 'sign in' button, and other links like Home, Search Types, User Account, and Information. The main content area has a white background and a red header bar with the title 'My Account - Password Management' and a shopping cart icon. Below the header, there is a paragraph explaining the password retrieval process, an 'Email Address:' label with an input field, an 'Account F.A.Q.s' section with a Q&A about email changes, and a red 'Send' button.

Deactivated Account

An account is deactivated if a user has not logged in for 3 or more years. Deactivated accounts can only be reactivated by contacting our [Registration Administrator](#).