

# 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 a user interface with three main sections. On the left is a yellow sidebar menu with links: Home, Search Types (Search by Keyword, Calendar of Sessions, Conferences), User Account Information (Professional Development Record). The middle section is titled 'Account Sign-In' with the subtext 'Sign in to your account'. It contains two input fields: 'E-mail Address' and 'Password', each with a corresponding icon. Below these fields is a red 'Login' button and a blue link for 'Forgot Password?'. The right section is dark blue and titled 'Create an Account', with the text 'To create a new Professional Development account please click the "Create Account" button.' and a white 'Create Account' button.

The screenshot shows the 'My Account - Password Management' page. On the left is a yellow sidebar menu with links: QuickLinks (sign in), Home, Search Types (Search by Keyword, Calendar of Sessions, Conferences), User Account Information (Professional Development Record, My Account, Registration History/Certificates, Subscriptions, Contact Us). The main content area is titled 'My Account - Password Management' and includes a shopping cart icon with '0'. The text reads: 'In order to retrieve a lost password, you must supply your email address and click "Send".' followed by 'You will be emailed a link that will enable you to change your password.' There is an 'Email Address:' label and an empty input field. Below this is the 'Account F.A.Q.s' section with a question: 'Q:What do I do now that my email address has changed?' and an answer: 'A:If you know your previous email address, [click here](#) to update your account.' At the bottom is 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](#).