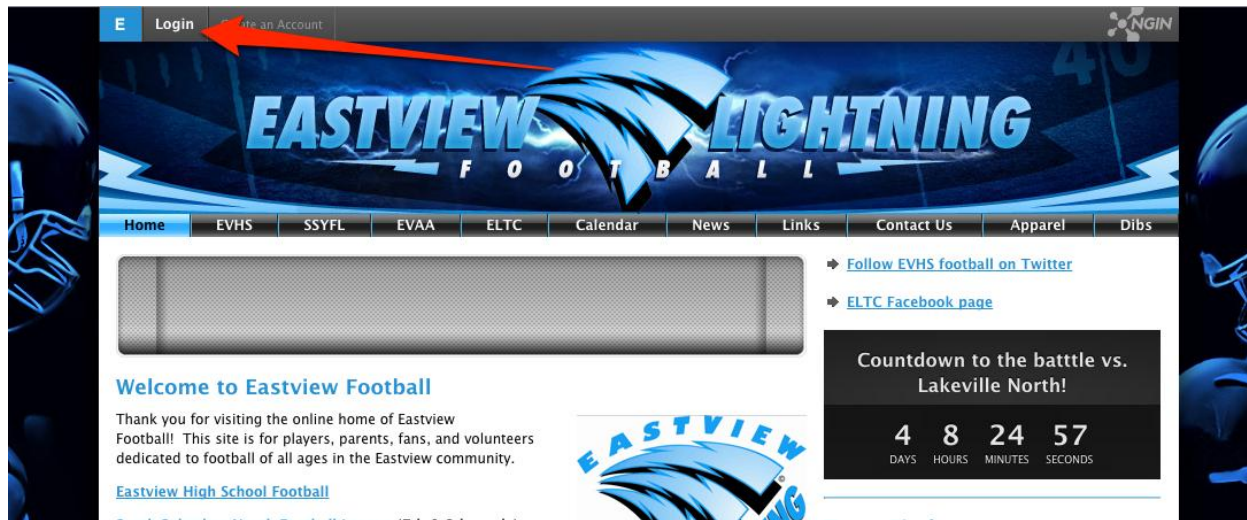


Username / Password Reset

If you have not yet requested a password reset, that would be the first step. To do this:

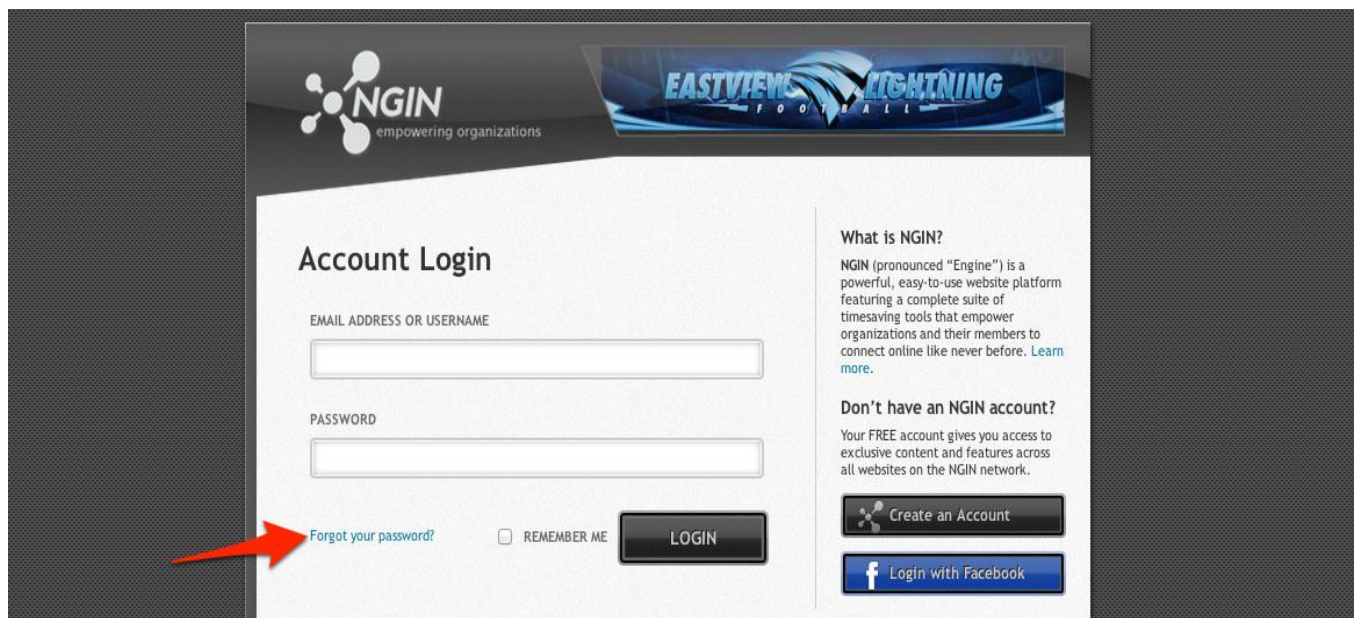
STEP 1

Click on the login at the top left of the page.



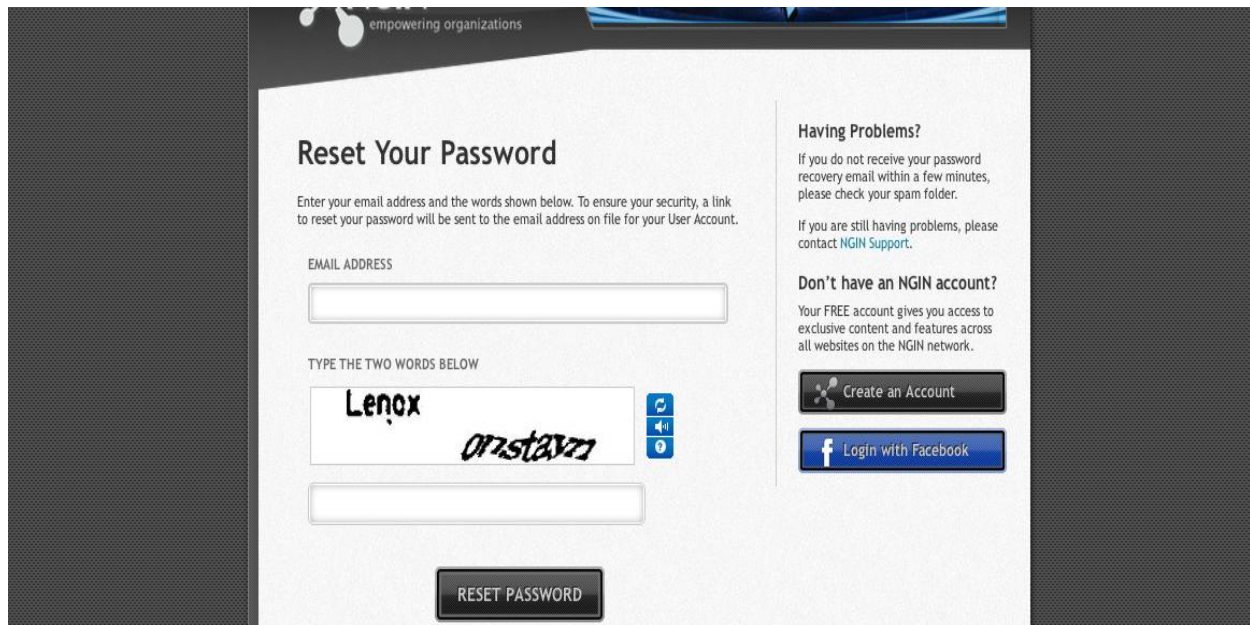
STEP 2

Click on the "forgot your password?" link.



STEP 3

This will prompt you to enter your username or email address- please do this and hit 'submit'. An email will then be sent to your primary email address you used to create your account with additional instructions.

The image shows a web page titled "Reset Your Password" for NGIN. At the top, it says "empowering organizations". The main heading is "Reset Your Password". Below it, a message states: "Enter your email address and the words shown below. To ensure your security, a link to reset your password will be sent to the email address on file for your User Account." There is an input field for "EMAIL ADDRESS". Below that, it says "TYPE THE TWO WORDS BELOW". Two boxes show the words "Lenox" and "onstavr" in a stylized font. To the right of these boxes are social media icons for Twitter, Facebook, and LinkedIn. Below the word boxes is another empty input field. At the bottom center is a "RESET PASSWORD" button. On the right side of the page, there is a "Having Problems?" section with instructions to check spam folders or contact NGIN Support. Below that is a "Don't have an NGIN account?" section with a link to "Create an Account" and a "Login with Facebook" button.

STEP 4

Click on the link in the email to initiate the password reset. (If this does not work, try copy and pasting the link into your web browser/address bar)

STEP 5

The system will then prompt you to type in a new password if clicked that you forgot your password.

STEP 6

Once a new password is typed in, you will automatically be logged into the system

NOTE

If you don't receive the email within a couple of minutes, be sure to check your Spam/Junk folder in case the email gets flagged as spam.

If you still do not receive an email from NGIN, please contact the helpdesk at 1-888-255-7840. Website administrators cannot reset passwords for NGIN accounts.