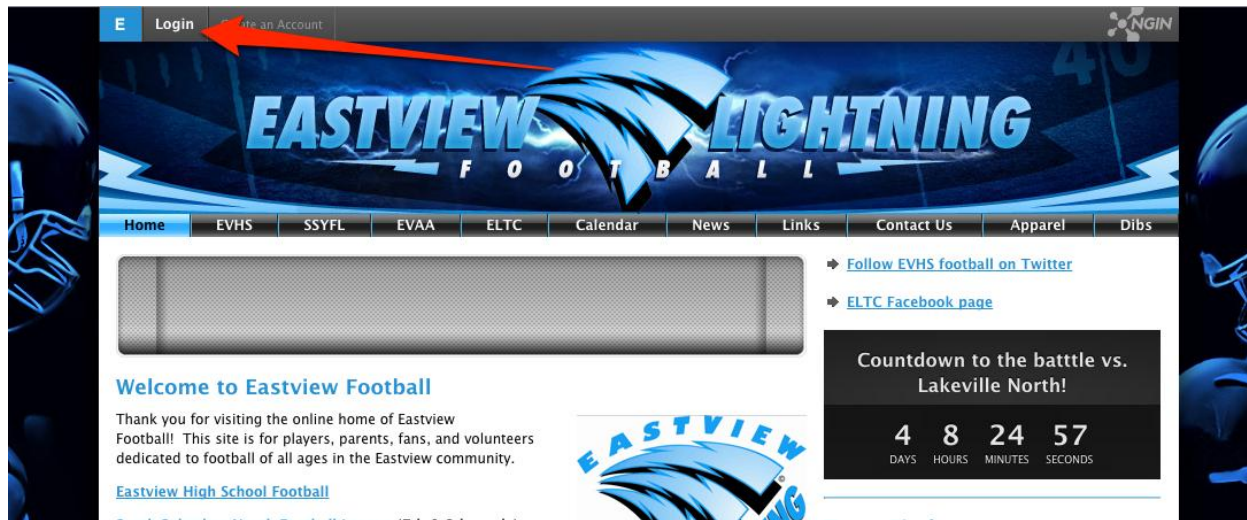## Username / Password Reset

If you have not yet requested a password reset, that would be the first step. To do this:
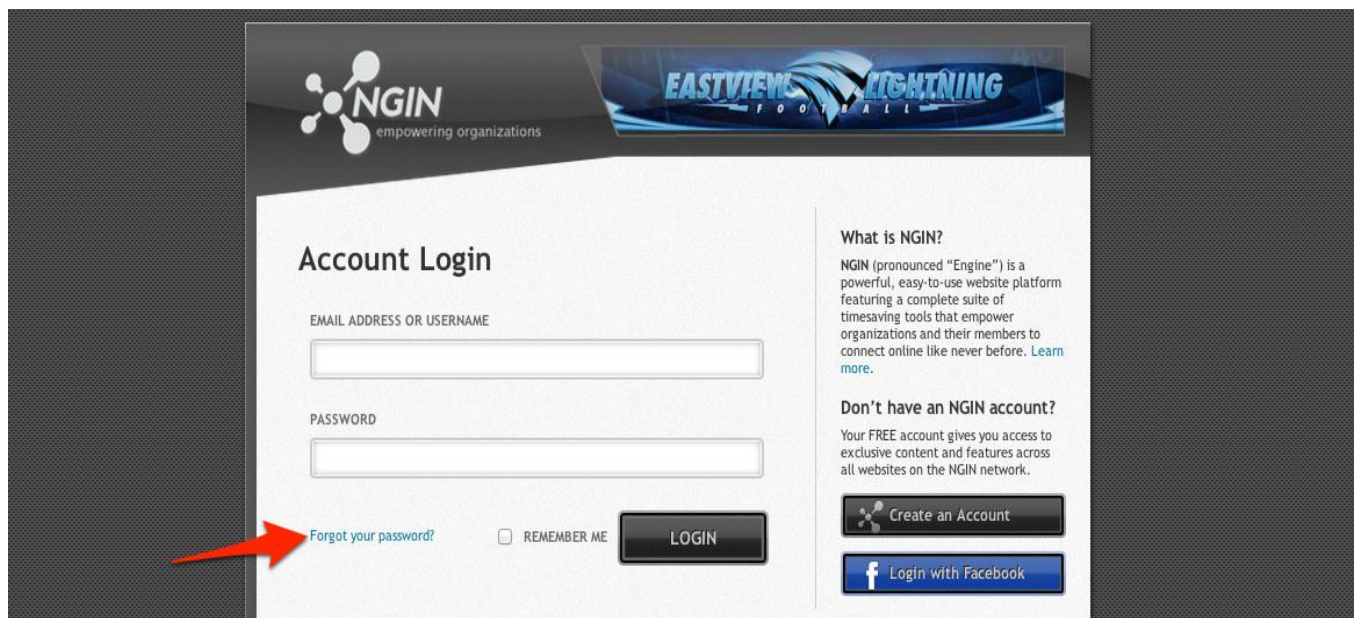
STEP 1

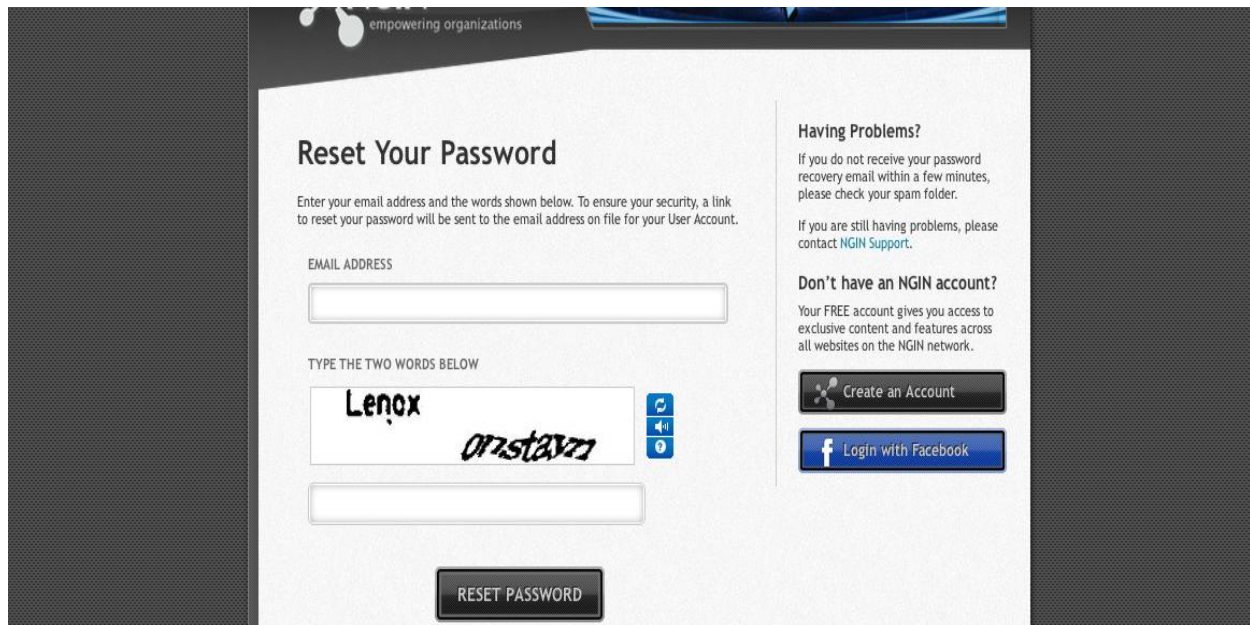Click on the login at the top left of the page.

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.*

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.