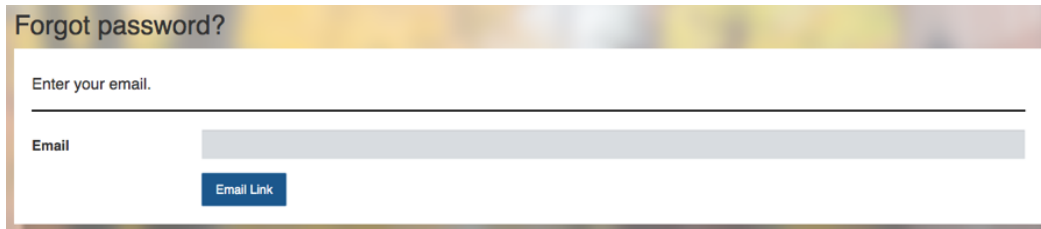


## SCHEV PPE Portal

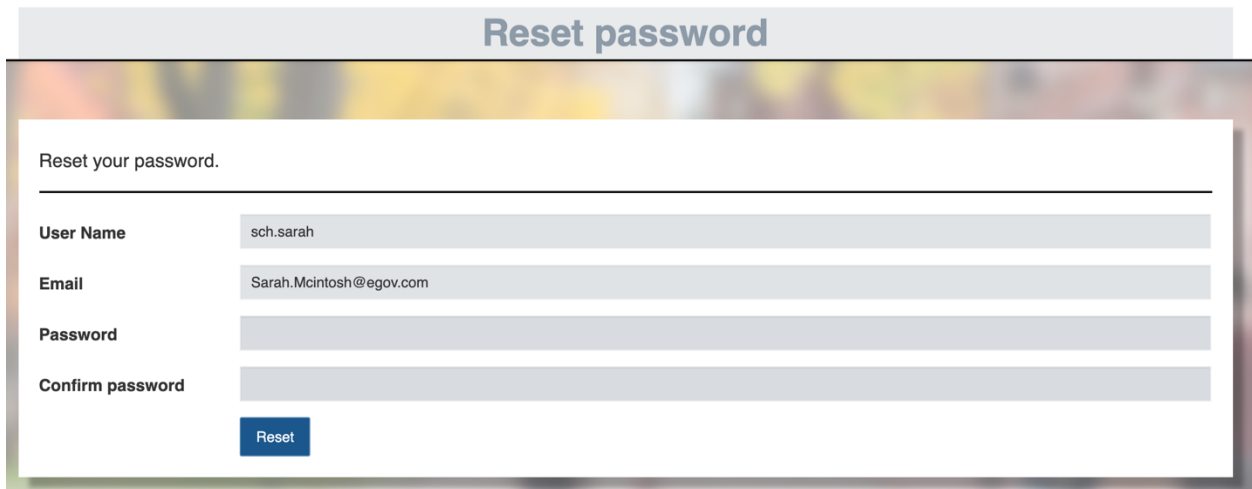
### GI 1.2 Forgot User Name/Password

If a user has forgotten a **User Name** or **Password**, click on the “**Forgot User Name/Password**” link. The link will take the user to a new screen to enter an email address to retrieve User Name/Password.



The screenshot shows a web form titled "Forgot password?". At the top, it says "Enter your email." Below this is a horizontal line. Underneath the line, the label "Email" is positioned to the left of a long, empty text input field. Below the input field is a blue button with the text "Email Link".

The user will be sent an email directing the user to a reset password screen. The screen will show the User Name and email address, and it will ask the user to enter in a new password.



The screenshot shows a web form titled "Reset password" in a grey header bar. Below the header, it says "Reset your password." followed by a horizontal line. The form contains four input fields, each with a label to its left: "User Name" with the value "sch.sarah", "Email" with the value "Sarah.Mcintosh@egov.com", "Password", and "Confirm password". Below the "Confirm password" field is a blue button with the text "Reset".