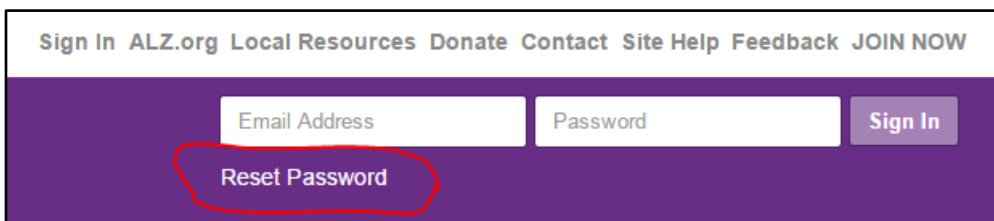


How to Reset Your Password:

For security purposes, the ALZConnected® Support Team cannot see your password.

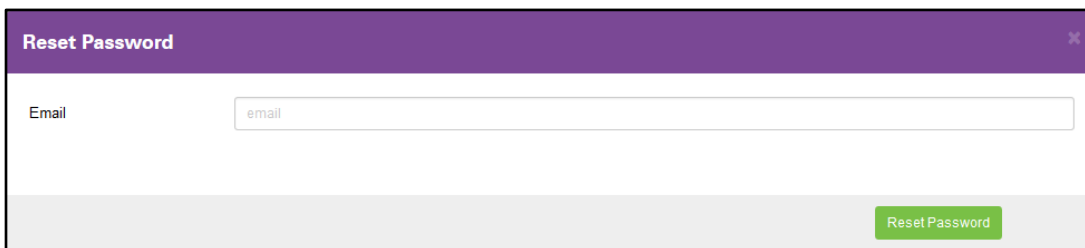
Note: If your account is locked, resetting your password will not unlock your account.

1. To reset your password, visit www.alzconnected.org.
2. Click on the Reset Password link (shown below).



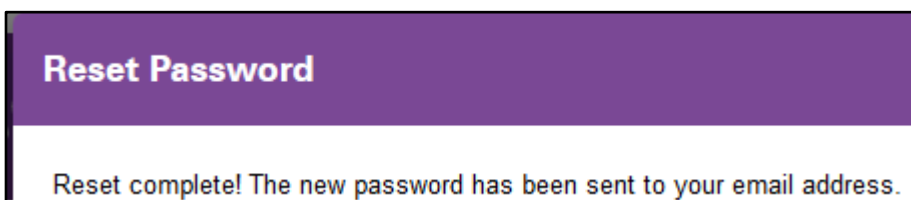
The screenshot shows the top navigation bar of the ALZ.org website. The navigation bar includes links for "Sign In", "ALZ.org", "Local Resources", "Donate", "Contact", "Site Help", "Feedback", and "JOIN NOW". Below the navigation bar, there are two input fields: "Email Address" and "Password", followed by a "Sign In" button. A red oval highlights the "Reset Password" link located below the "Email Address" field.

3. The Reset Password screen will appear:



The screenshot shows the "Reset Password" screen. It features a purple header with the text "Reset Password" and a close button (X). Below the header, there is an "Email" label and an input field containing the placeholder text "email". At the bottom right of the screen, there is a green "Reset Password" button.

4. Enter your email address and click on the Reset Password button.
5. Once the process successfully completes, this screen will appear:



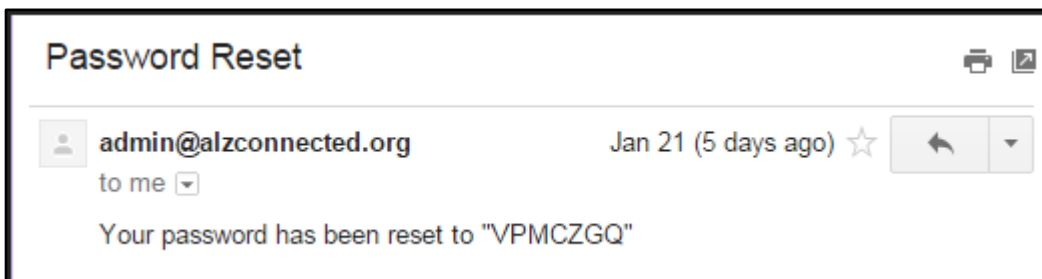
The screenshot shows the successful password reset confirmation screen. It features a purple header with the text "Reset Password". Below the header, there is a white box containing the message: "Reset complete! The new password has been sent to your email address."

This process could take up to a minute to complete.

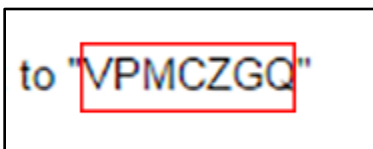
6. An email will be sent to the email address you entered (Step 4 above) from admin@alzconnected.org with the subject of **Password Reset**. The email is normally received within about 5 minutes, but it could take up to 30 minutes.

How to Reset Your Password:

7. The message will look something like this:



8. The new temporary password is the value *between* the quotes. Most of the time, the password will be all upper case letters; however, it can be a combination of letters, number and special characters.



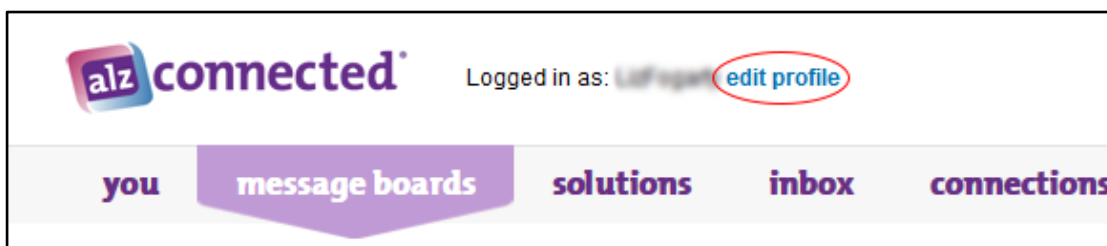
All passwords are case sensitive.

Do not include the quote marks when entering your password, as this will not work.

9. Return to www.alzconnected.org.
10. Enter your email address and the new temporary password. Then click on the Sign In button.
11. Once you are logged into ALZConnected, we suggest you change the temporary password to a permanent password which you can create.

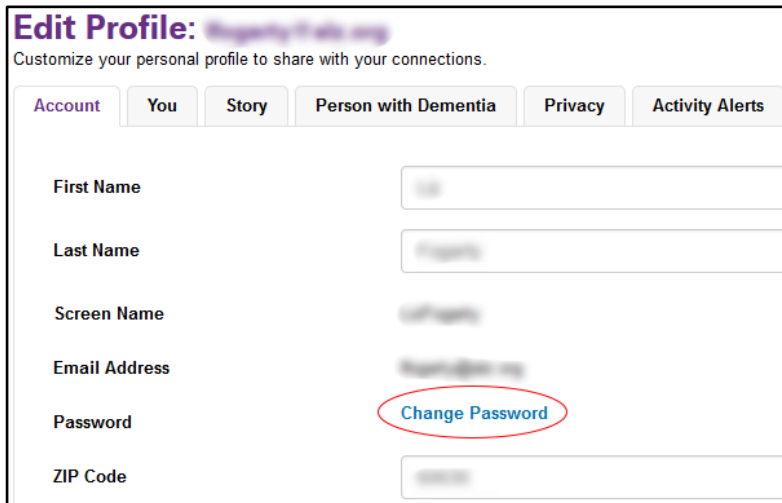
To Change Your Password:

1. Click on **edit profile** at the top of the screen:



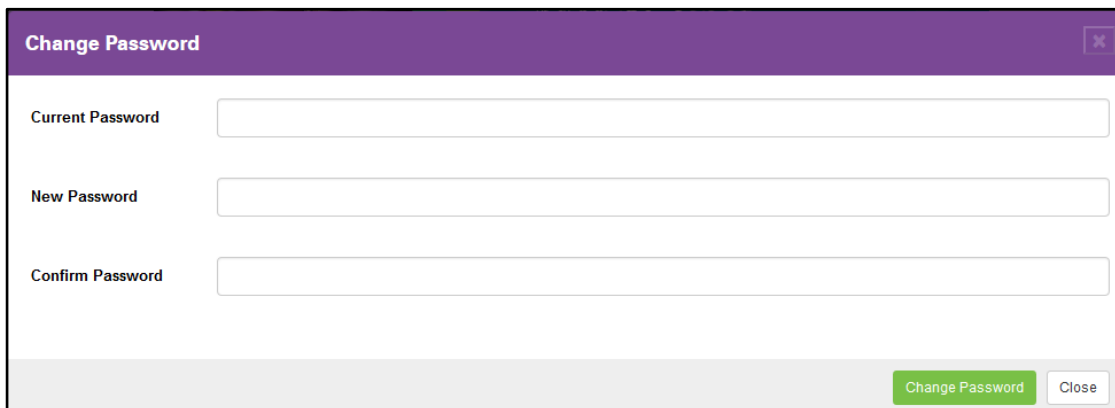
How to Reset Your Password:

2. Click on the **Change Password** option:



The screenshot shows the 'Edit Profile' page for a user named 'Person with Dementia'. The page has a purple header with the title 'Edit Profile: Person with Dementia' and a subtitle 'Customize your personal profile to share with your connections.' Below the header are several tabs: 'Account', 'You', 'Story', 'Person with Dementia', 'Privacy', and 'Activity Alerts'. The 'Account' tab is selected. The form contains several input fields: 'First Name', 'Last Name', 'Screen Name', 'Email Address', 'Password', and 'ZIP Code'. A blue link labeled 'Change Password' is located below the 'Password' field and is circled in red.

3. The Change Password screen will be displayed:



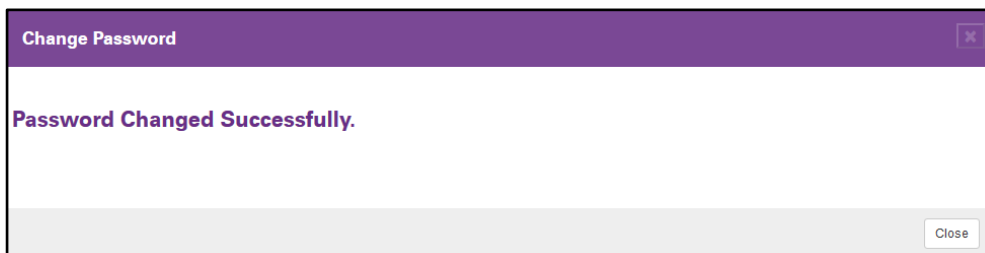
The screenshot shows the 'Change Password' screen. It has a purple header with the title 'Change Password' and a close button (X) in the top right corner. The form contains three input fields: 'Current Password', 'New Password', and 'Confirm Password'. At the bottom right of the form, there are two buttons: a green 'Change Password' button and a white 'Close' button.

Permanent passwords must consist of at least 8 characters and include at least one number (for example: secretPW1).

- a. Enter the new temporary password from the email in the Current Password box.
- b. Enter your new password.
- c. Enter your new password again to confirm they match.
- d. Click on the green Change Password button.

How to Reset Your Password:

4. Once the change has been completed, the following message appears:



This process could take up to a minute to complete.

Should you experience any issues or problems with this process, please visit our **Technical Contact** page and let us know the issue you experienced.

-- End of Directions --