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).

3. The Reset Password screen will appear:

4. Enter your email address and click on the Reset Password button.

5. Once the process successfully completes, this screen will appear:

   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.
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7. The message will look something like this:

```
Password Reset
admin@alzconnected.org
Jan 21 (5 days ago) ★
Your password has been reset to "VPMCGZQ"
```

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.

```
admin@alzconnected.org
```

*All passwords are case sensitive.*

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


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

![Edit Profile: Customize your personal profile to share with your connections.](image)

3. The Change Password screen will be displayed:

![Change Password](image)

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

![Password Changed Successfully]

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 --