

PASSWORD RECOVERY OPTIONS

Complete Your Account Set-Up

Relias has a password recovery solution to assist you when needed.

Please set your password recovery options by following these three steps:

STEP 1

Access Your "My Account" Page

Click on the icon in the upper right corner and select **My Account**.

STEP 2

Enter a Password Reset Email

Under the Contact Info section, enter an email address in the **Password Reset** Email field.

STEP 3

Ensure Security Questions are Set

Within the Name & Login section, you will find your **Security Questions**. Ensure the questions have been selected and answered.

Congratulations! Now you can successfully reset your password if needed!

If you forget your password in the future, click on **Forgot Your Password?** on the login page, and you will be prompted with the menu here.

Check your email to receive the security code to unlock your account. Security codes are only valid for 20 minutes!

The image shows two overlapping screenshots of the Relias password recovery process. The top screenshot is the 'Forgot Password' form, which includes a message: 'Don't worry! Just fill out your last name and email, or enter your user name and we'll help you reset your password.' It has input fields for 'User Name', 'Last Name', and 'Email', with an 'or' separator between the User Name and Last Name fields. There is also a 'Request Help' link. The bottom screenshot is a confirmation message: 'An email containing your security code has been sent. Once you have received the email, please enter the code from the email into the field below, then click continue.' It features a 'Security Code' input field and a link to 'Answer my security questions instead'. At the bottom of this second screenshot are three buttons: 'Resend Security Code', 'Cancel', and 'Continue'.



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While in your My Account page, take some time to review the other profile fields, and fill in any extra values that you can. Navigate to the Licenses & Certifications tab on the blue navigation section to add in your professional license or certificate to enhance your account set-up.