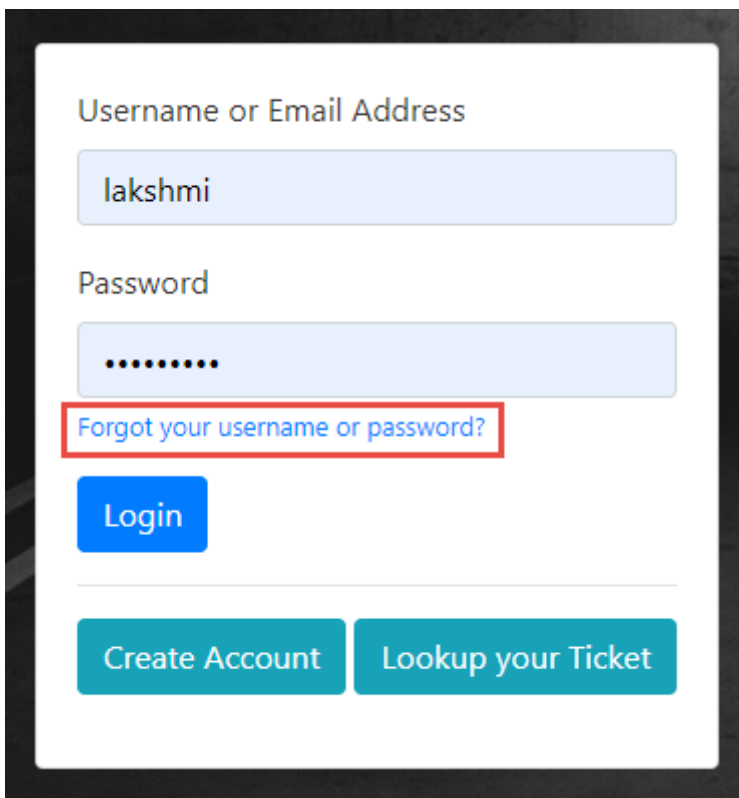


Recovering a Lost Password

Recover a Lost Password

On the login screen, click the **Forgot your username or password** link.



A screenshot of a login interface. At the top, the label 'Username or Email Address' is above a text input field containing 'lakshmi'. Below this, the label 'Password' is above a text input field filled with dots. A link 'Forgot your username or password?' is positioned below the password field and is highlighted with a red rectangular border. Below the link is a blue 'Login' button. At the bottom, there are two teal buttons: 'Create Account' and 'Lookup your Ticket'.

The **Lost or Forgotten Password** dialog box will display. Enter your email address in the text box and click **Submit**. Please ensure that the email address is the one that was used to create your account and that you are able to receive emails from it. Depending on your email provider/client, you may have to check your Spam or Junk folders if you have not received the email in your main Inbox.

Forgot your Password?



Enter your email address below.

Note: If you don't receive an email within 2 hours, please check your junk mail folder.

Close

Send Reminder

After clicking **Send Reminder** you will see the following message within the same dialog box.

The screenshot shows the Tomahawk University Parking Services login interface. A white login form is on the left with fields for 'Username or Email Address' (containing 'lakshmi') and 'Password' (masked with dots). Below the password field is a link 'Forgot your username or password?' and a blue 'Login' button. At the bottom of the form are two buttons: 'Create Account' and 'Lookup your Ticket'. On the right, there's a dark background with white text. A green notification box at the top right says 'We have emailed your password reset link!' with a close button. The background text includes: 'To purchase a parking Permit, rent Lockers, or access an E-Permit user profile.', 'Already have an account? Sign in using your email address or username and password.', 'New user? Click 'Create Account' and fill out the form.', and 'Please Note: Your OPS-COM password is independent of any other password that you might have associated to other computer accounts.'

You will receive an email with a link to reset your password that will direct you to the **Update Password** screen. Enter your new password into the empty fields below and click **Reset Password**.

The screenshot shows a web form titled "Update Password". It contains two input fields: "New Password:" and "Confirm Password:". Both fields have a green checkmark icon on the right. A green double-headed arrow points between the two fields, indicating they must match. Below the fields is a blue button labeled "Reset Password". A blue arrow points from the "Reset Password" button to the right. The entire form is enclosed in a red border.

Once you have reset your password the following message will be displayed. Click the link to return to the main page.

The screenshot shows a web form titled "Update Password". Below the title, it displays the message: "Your password has been updated successfully. Click [here](#) to go to the main page." The entire form is enclosed in a red border.

You will be required to login again with your new password.

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