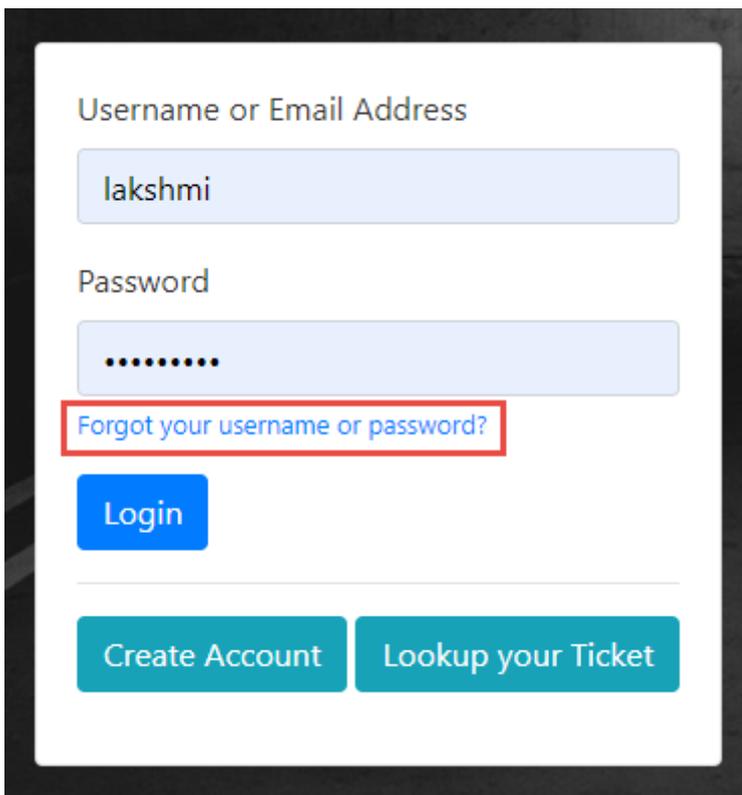


Recovering a Lost Password

Recover a Lost Password

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



The image shows a login form with the following elements:

- A text input field labeled "Username or Email Address" containing the text "lakshmi".
- A text input field labeled "Password" containing a series of dots.
- A link labeled "Forgot your username or password?" which is highlighted with a red rectangular border.
- A blue button labeled "Login".
- A horizontal line separating the login section from the registration and lookup sections.
- 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 'Welcome to Tomahawk University Parking Services' login page. On the left is a login form with fields for 'Username or Email Address' (containing 'lakshmi') and 'Password' (masked with dots). Below the password field is a link for 'Forgot your username or password?' and a 'Login' button. At the bottom of the form are 'Create Account' and 'Lookup your Ticket' buttons. On the right side of the page, there are instructions for existing and new users, and a 'Please Note' about OPS-COM passwords. A green notification box at the top right of the page displays the message: 'We have emailed your password reset link!' with a close button (X icon).

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 contain masked text (dots) and have a small circular icon with a checkmark on the right side. A blue arrow points from the "Reset Password" button to the right. Two green arrows point from the "New Password:" field to the "Confirm Password:" field, indicating a comparison or validation step.

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, there is a message: "Your password has been updated successfully. Click [here](#) to go to the main page." The message is displayed in a light gray box with a white background.

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

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