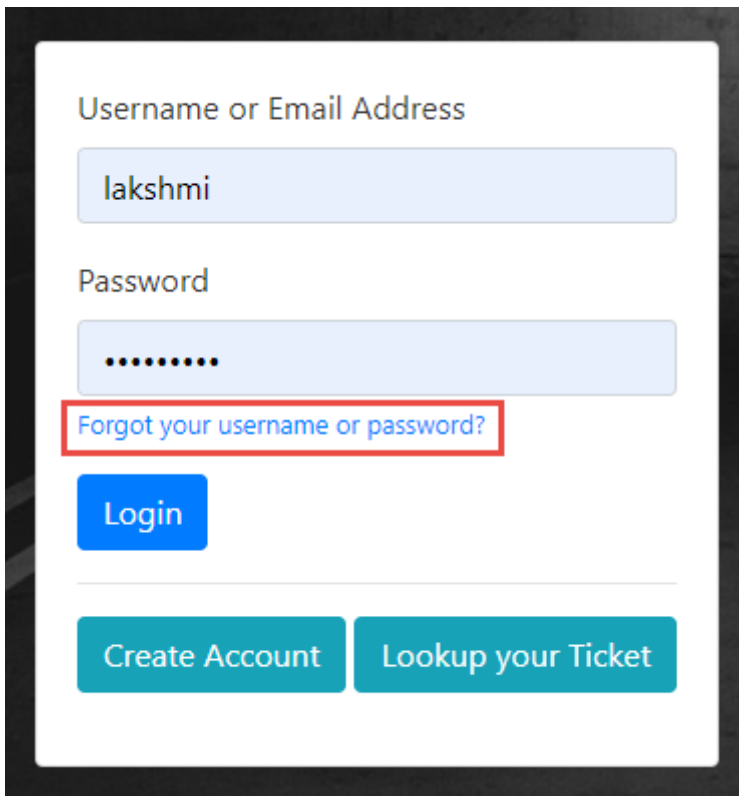


# Recovering a Lost Password

## Recover a Lost Password

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



The image shows a login interface within a dark frame. At the top, the label 'Username or Email Address' is above a light blue text box containing 'lakshmi'. Below this, the label 'Password' is above another light blue text box filled with dots. A red rectangular box highlights the link 'Forgot your username or password?' in blue text. Underneath the link is a blue 'Login' button. At the bottom, separated by a horizontal line, 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 teal buttons: 'Create Account' and 'Lookup your Ticket'. On the right, the page title is 'Welcome to Tomahawk University Parking Services'. Below the title, there is text about purchasing parking permits and accessing user profiles. A green notification box at the top right of the page states 'We have emailed your password reset link!' with a close button. Below the notification, there are instructions for existing users ('Already have an account?') and new users ('New user?'). A 'Please Note' section at the bottom states that the OPS-COM password is independent of other computer accounts.

**Welcome to Tomahawk University Parking Services**

Username or Email Address  
lakshmi

Password  
.....

[Forgot your username or password?](#)

Login

Create Account Lookup your Ticket

To purchase a parking Permit, or access an existing user profile.

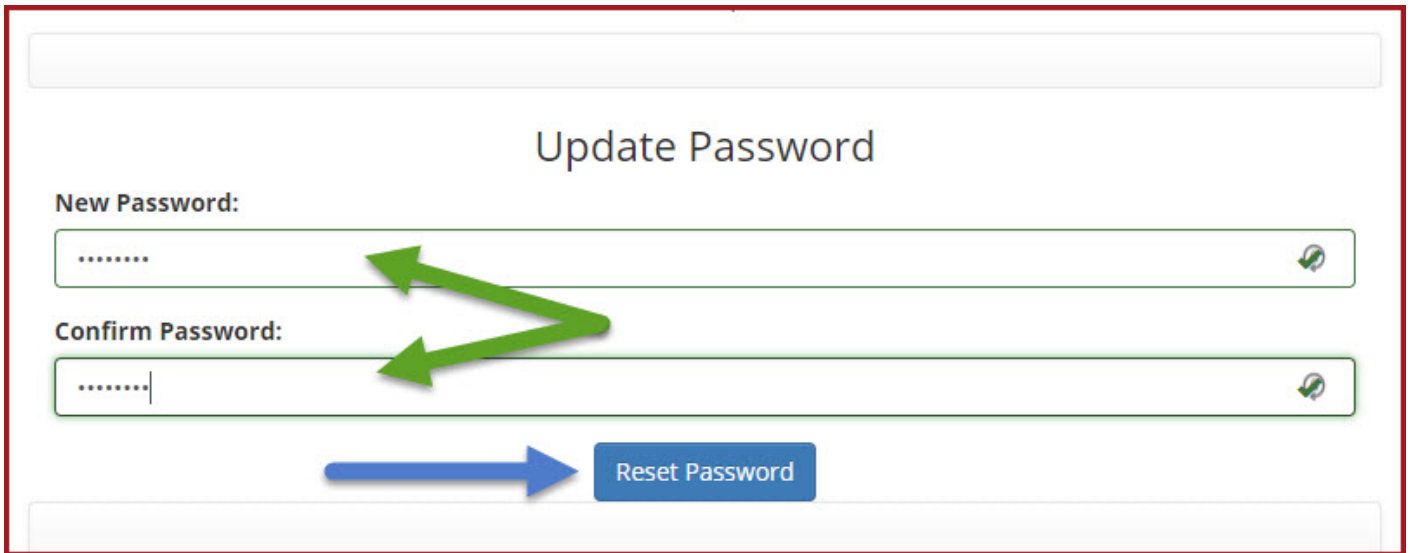
**Already have an account?** Sign in using your email address or username and password.

**New user?** Click 'Create Account' and fill out the form.

**Please Note:** Your OPS-COM password is independent of any other password that you might have associated to other computer accounts.

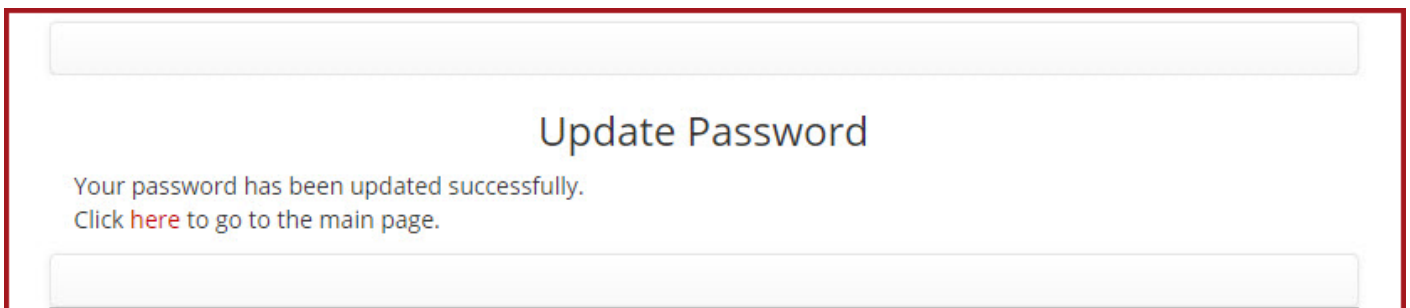
We have emailed your password reset link!

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.

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



The screenshot shows the same "Update Password" form, but now it displays a success message: "Your password has been updated successfully. Click [here](#) to go to the main page." The link "here" is highlighted in red.

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

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