

1

00:00:00,000 --> 00:00:06,866

This video will show you how to login to your SuperTracker account if you forget your username or password.

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00:00:06,866 --> 00:00:14,899

If you are having trouble remembering your username or password, there are links on the Log In page to help you access your account.

3

00:00:14,900 --> 00:00:19,966

When you created your SuperTracker account, you had the option to provide your email address.

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00:00:19,966 --> 00:00:25,299

If you did, SuperTracker can email your username if you forget it.

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00:00:25,300 --> 00:00:29,066

Select the "Forgot your username?" link under the Username field.

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00:00:29,066 --> 00:00:34,766

Next, enter your email address and click the "Continue" button.

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00:00:34,766 --> 00:00:40,266

An email will be delivered to your account containing your username and a link to SuperTracker.

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00:00:40,266 --> 00:00:44,232

You can now log in with your username and password.

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00:00:44,233 --> 00:00:49,766

If you can't remember your password, there are two links on the Log In page that might help.

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00:00:49,766 --> 00:00:56,432

Select the "See your password hint" link to get the password hint you provided when you created your account.

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00:00:56,433 --> 00:01:02,666

When you registered, you entered a word or phrase that would provide a clue to help you remember your password.

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00:01:02,666 --> 00:01:08,532

If your password hint does not help you recall your password, you can reset it instead.

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00:01:08,533 --> 00:01:11,166

Select the "Reset your password" link.

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00:01:11,166 --> 00:01:15,899

In Step 1, enter your username and click the "Continue" button.

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00:01:15,900 --> 00:01:20,133

In Step 2, enter the answer to your security question.

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00:01:20,133 --> 00:01:26,066

When you registered, you picked from a list of security questions (like your favorite food or favorite color)

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00:01:26,066 --> 00:01:28,166

And provided your answer.

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00:01:28,166 --> 00:01:33,399

Enter the exact answer you provided when you registered and click "Continue."

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00:01:33,400 --> 00:01:36,000

In Step 3, create your new password.

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00:01:36,000 --> 00:01:39,266

Your password should be between 4 and 15 characters.

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00:01:39,266 --> 00:01:42,832

Re-enter the password to make sure you typed it correctly.

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00:01:42,833 --> 00:01:48,699

Then create a new password hint, a word or phrase to remind you if you forget your password later on,

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00:01:48,700 --> 00:01:50,666

and click the "Continue" button.

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00:01:50,666 --> 00:01:56,299

The password reset process is now complete and you will see the confirmation message display on the page.

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00:01:56,300 --> 00:02:05,200

You are now ready to log in to SuperTracker with your username and new password.