

Reset Account Password



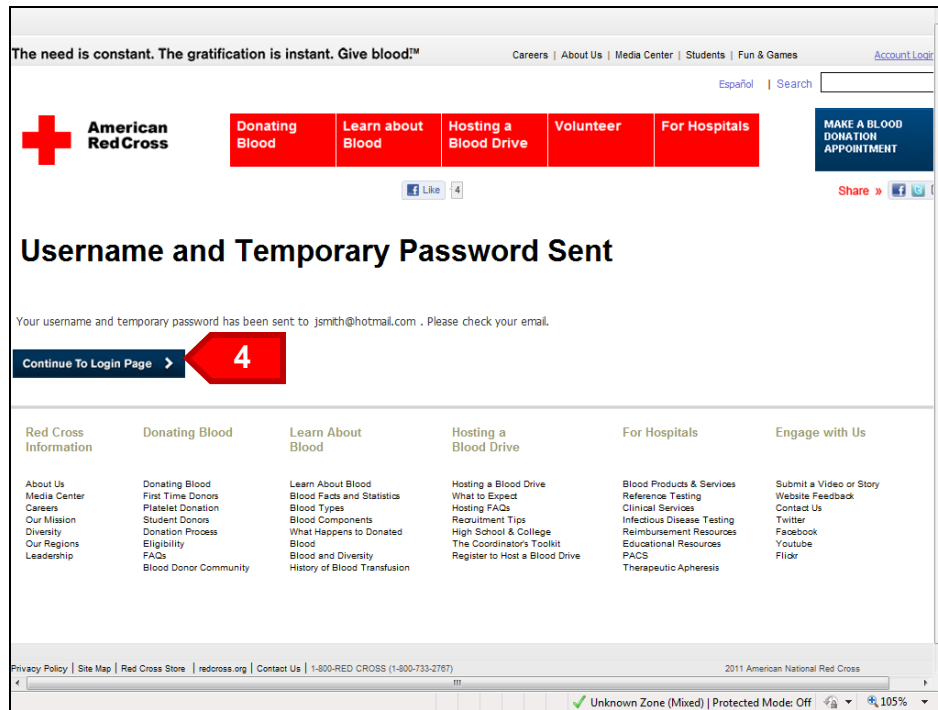
The screenshot shows the American Red Cross website's login page. At the top, there's a navigation bar with links like 'Careers', 'About Us', 'Media Center', 'Students', and 'Fun & Games'. Below this is a header with the American Red Cross logo and several red buttons: 'Donating Blood', 'Learn about Blood', 'Hosting a Blood Drive', 'Volunteer', and 'For Hospitals'. A blue button 'MAKE A BLOOD DONATION APPOINTMENT' is on the right. The main heading is 'Please Login or Register Now'. Below it, there's a section for 'Donor Login' with fields for 'Username' and 'Password', a 'Remember Username' checkbox, and a 'Login' button. A link 'Forgot Username or Password?' is highlighted with a red arrow labeled '1'. To the right, there's a 'New User?' section with a 'Register Now' button. Below that is a 'Blood Drive Coordinator' section with a 'Login' button. The page footer includes a status bar with 'Unknown Zone (Mixed)' and 'Protected Mode: Off'.

1. To reset the web account password, select **Forgot Username or Password?** on the *Login* page.

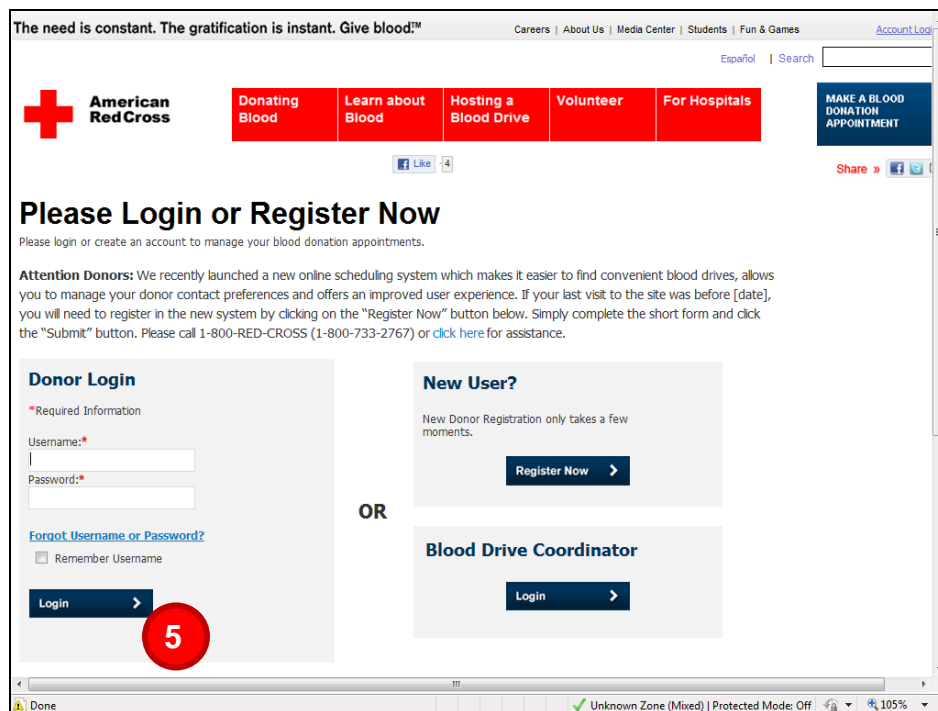
The screenshot shows the 'Forgot Username or Password?' page. It has the same header as the login page. The main heading is 'Forgot Username or Password?'. Below it, there's a paragraph explaining the process: 'If you have forgotten your username or password, please enter your email address below and click the "Send Email" button. Your username and password will be emailed to the address you enter.' There's an 'Email Address:' label followed by a text input field. A red arrow labeled '2' points to this field. To the right of the field is a 'Send Email' button, which is highlighted with a red arrow labeled '3'. Below the input field, there's a link 'Return to Login Page'. At the bottom, there's a note: '*If you no longer have access to the email address you have registered with please call 1-800-RED CROSS (1-800-733-2767)'. The footer is the same as the login page.

2. Type the Donor's email address in the *Email Address* field. The email address should be the same as that entered during registration.
3. Click **[Send Email]**.

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4. Confirmation that username and temporary password have been emailed is displayed. Click **[Continue To Login Page]**.



5. View the details displayed on the *Login* page. The password for the web account has been reset.
Note: A Donor can log in to the web account using the temporary password and then change it to their desired password from the **Change Password** link on the *View Profile* page.