



Help! I Forgot My Password (and other login problems)

TABLE OF CONTENTS

RESETTING YOUR PASSWORD	1
WHAT IF I CAN'T REMEMBER MY USER NAME?	2
WHAT IF I DON'T HAVE ACCESS TO THE EMAIL ADDRESS IN MY ACCOUNT?	3
I GOT A "THAT EMAIL ADDRESS IS ALREADY REGISTERED TO A USER" ERROR	3

Resetting your Password

If you're having trouble logging into the Selene Owner's Web Site, don't panic. It's easy to reset your password. Click the link under the login boxes that says: "Need help with your password?"

Note

The site administrator cannot retrieve your password for you. Your password is encrypted in the database for security and even the site administrator can't view your password. You must use this password reset process to restore your access if you forget your password.

Clicking the link opens a "Send me a new password" window that looks like this:



You'll need your user name and the email address you used to register your account. You must use the primary email address you registered with your account. The secondary email address will not work in this case.

When you click Submit, the site will automatically send an email to the registered email address that will contain a new randomly generated password. ***However, before you can use the new password, you must click the link that is imbedded in the email (or you can copy and paste the link into your browser's address bar) in order to activate the new password.*** This is a security measure to prevent someone who knows your username and email address from accidentally or maliciously resetting your password.

Once you've activated the new password, you can login with your username and the new password contained in the email. Once you've successfully logged in, we strongly recommend that you edit your profile (click the "Edit My Profile" link under the Logout button) and enter a new password on the profile page. Remember, you'll need to enter the password twice and you'll also need to enter the confirmation code. You can make any other changes to your profile at the same time if you wish. Click "Update Profile" to save the new password and any other changes you made.

What if I can't remember my user name?

If you tried entering a user name and email address and got a message back that says:

"The email address you supplied does not match the one listed for that username"

This could mean that you've entered the wrong user name or the wrong email address. There's no way to know which for sure.

There are a couple of ways to find your user name:

- Ask a friend who is also on the site to look up any of the postings you've made on the site. All your postings will have your username attached to them. Ask your friend to login to the site and go to the Forum Tab. Click the "Main Discussion Group" (or another forum if you know you've recently posted in a different forum). The topic list screen has a column labeled "Author", which will list the original author of the posts. If you click the topic, the original post will appear at the top of the screen and all replies will be listed below it. Each post and reply has the user name in the "author" column.
- If you can't find your user name that way, you can send an email to admin@seleneowners.org and provide your first and last name and the email address you used to register on the site. ***Please be patient.*** This site administrator is a volunteer and may be out cruising, so it may take a while to get a response. I'll try to respond promptly, but if I'm in a remote anchorage without email, it could take a few days. Sorry....



What if I don't have access to the email address in my account?

We all know that email addresses change from time to time. If you don't have access to the email you used to register your account, you'll need to send email to admin@seleneowners.org and provide both the old email address that you don't have access to anymore as well as a new email address that is valid. The administrator can change the email address associated with your account and then you can use the normal process described above to reset your password. Again, *please be patient*, it may take a few days for the administrator to get back to you.

Email address already registered to a user

If you're attempting to create a new account and you get a message that the email address you entered is already registered to a user, it's almost certainly because you already have an existing account on the owner's site. The site will not allow two users with the same email address, so you'll get this error.

Please don't create a new account because you can't remember the user name or password of your old account. It just makes a bigger mess that's harder to clean up later. Please contact the site administrator at admin@seleneowners.org for help.