

I forgot my login information. How do I login?

1. You're trying to log in by clicking on the "Member Login" in the upper right corner of any web page, but don't remember your username or password. How do you get that information sent to you?
2. Here is the fastest way which should happen in minutes. While on the login page shown below, just under the login box, you'll see a link saying "Forgot My Username/Password".

Home • Login

Login

Please enter your user name and password and click "Login". Click "Cancel" to return to the Home Page.

User Name

Password

Remember me on this computer

Login ✓ Cancel ✕

[Forgot My Username/Password](#)

Trouble logging in? [Click here](#) for assistance.

3. Click on that and you will be asked to provide your email address and optionally, your first name. You must use the email address that you use to get your SIYC emails so the system can verify you are an actual member. It's best to initially leave the first name field blank, unless you know there is more than one member using the same email address. Also be aware if you enter a first name, the club tends to use formal names, so Bob would likely show up as Robert.

Forgot Username/Password

Enter your email address below. If your email address is on file, your user name and a new password will be emailed to you. If your email address is used by more than one member, you may also enter your first name to help us identify you.

Email Address

First Name

OK ✓ Cancel ✕

4. When you click **OK**, the system will search for this information in the club's membership database. If one matching record is found, your username and a new temporary password will be sent to your SIYC email address. You will need to retrieve this information from your email before you can log in. It usually takes one or two minutes for the email to show up in your inbox. After you log in with the information found in the email, the system will ask you to change your password to something you can remember more easily.
5. If no email match is found, or if multiple people with the same email are found that cannot be resolved with a unique first name, the system will not generate a new temporary password. If this happens, call ClubExpress toll-free at (866)457-2582 to have your password reset manually.
6. Another slower way to get a new password is to email me (Jerry Budnick) at buds5@comcast.net. I can send you a new password along with your username once I see your email and get back to my computer. That should usually happen within a day. The other method above should happen in minutes.