

## TVSD Login Help

Have you forgotten your username and/or password? Do you know that you can reset or change either or both? To do so, do one of the following two things:

1. Call the Village office (858-569-9119) and explain what you need. The office will then contact the IT Team or the Administrator, all of whom will be glad to help you. – **OR** –
2. You can do it yourself; this document explains how.

This document is divided up into 4 sections (*if online, click the link below to take you directly to the specific section*):

1. [Resetting a forgotten username \*\*or\*\* password](#)
2. [Resetting forgotten username \*\*and\*\* password](#)
3. [Changing your \*\*known\*\* username and/or password, and/or “Remember me on this computer” checkbox](#)
4. [“Remember me on this computer” – explanation and caution](#)

### **Please note:**

1. Many people believe that the system will provide them with the current password when reset – this is not so. Once the password is reset, the old one is replaced by a new temporary one which you then change to what you want and can remember (thus replacing the temporary one).
2. **See Section 4 regarding the use and caution of the checkbox next to “Remember me on this computer” prior to checking this box.**

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### **Section 1: Resetting a forgotten username or password**

- Go to the [www.tierrasantavillage.org](http://www.tierrasantavillage.org) website.
  - Click on the "Member Login" in the upper right-hand corner of the window. You will get the Login window.
  - Enter the username **or** password that you do remember on its respective line
  - Below the Username and Password lines, click the link: “Forgot My Username/Password”
  - You get a box called: “Forgot Username/Password” which asks for your email address and first name (first name is optional; need only if the account is shared – sharing is not common)
  - Enter the requested information
  - Click okay at the bottom of the window and follow the instructions that follow
  - You will automatically receive an email, usually within seconds, to your email address on file with your current username and new temporary password
  - Enter your username and this this temporary password and you’re immediately asked to enter your new permanent password (twice)
  - Click Login at the bottom of the window
- Suggestion: Logoff and then back on to verify all changes took effect.**

### **Section 2: Resetting forgotten username and password**

- Go to the [www.tierrasantavillage.org](http://www.tierrasantavillage.org) website.
- Click on the "Member Login" in the upper right-hand corner of the window. You will get the Login window
- Skip the entries for username **and** password
- Below the Username and Password lines, click the link: “Forgot My Username/Password”
- You get a box called: “Forgot Username/Password” which asks for your email address and first name (first name is optional; need only if the account is shared – sharing is not common)

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- Enter the requested information
- Click okay at the bottom of the window and follow the instructions that follow
- You will automatically receive an email, usually within seconds, to your email address on file with your current username and your new temporary password
- Enter your username and this temporary password and you're immediately asked to enter your new permanent password (twice)
- Click Login at the bottom of the window

**Suggestion: Logoff and then back on to verify all changes took effect.**

### **Section 3: Changing your known username and/or password, and/or "Remember me on this computer"**

- Go to the [www.tierrasantavillage.org](http://www.tierrasantavillage.org) website
- Click on the "Member Login" in the upper right-hand corner of the window and login as usual with your **current** username **and** password
- Click Login
- Place your cursor over your name (where "Member Login" used to be)
- In the dropdown box you'll see a picture box (with your picture if you put one in), your name, email address and phone number
- Click on "Profile"; this gives you the "Member Profile" screen
- Go to the box that says "Website"
- Click on "User Name / Password"; this gives you a box called "User Name and Password"
- Enter the field(s) you wish to change (username and/or password, add or remove check from checkbox for "Remember me on this computer")
- Enter your password (current or new one – if changing this)
- Enter your password again to confirm (same one as on previous line)
- Click "Save"; this takes you back to the "Member Profile" screen

**Suggestion: Logoff and then back on to verify all changes took effect.**

**NOTE: You must always enter your password twice, no matter what you are changing.**

### **Section 4: "Remember me on this computer" – Explanation and Caution**

Below the "User Name" and "Password" boxes in the "User Name and Password" box, is a check box to the left of "Remember me on this computer". When selected (checkmark in box), it allows you to click on "Member Login" and be automatically logged in to the website. However, anyone with access to your computer could impersonate you and login, giving them complete access to everyone's confidential information. Because of this, it is suggested that, for security reasons, you do not check this box, especially if you are on a laptop or mobile device (phone or tablet). If your computer (mobile device or even desktop) is ever stolen or lost, it would be an "open access" for someone to our member's personal information.

Additionally, if you are using your personal computer with this box checked and then use another computer (library, friends, etc.), you'll have to enter your login info, thus you will still need to remember your login information.