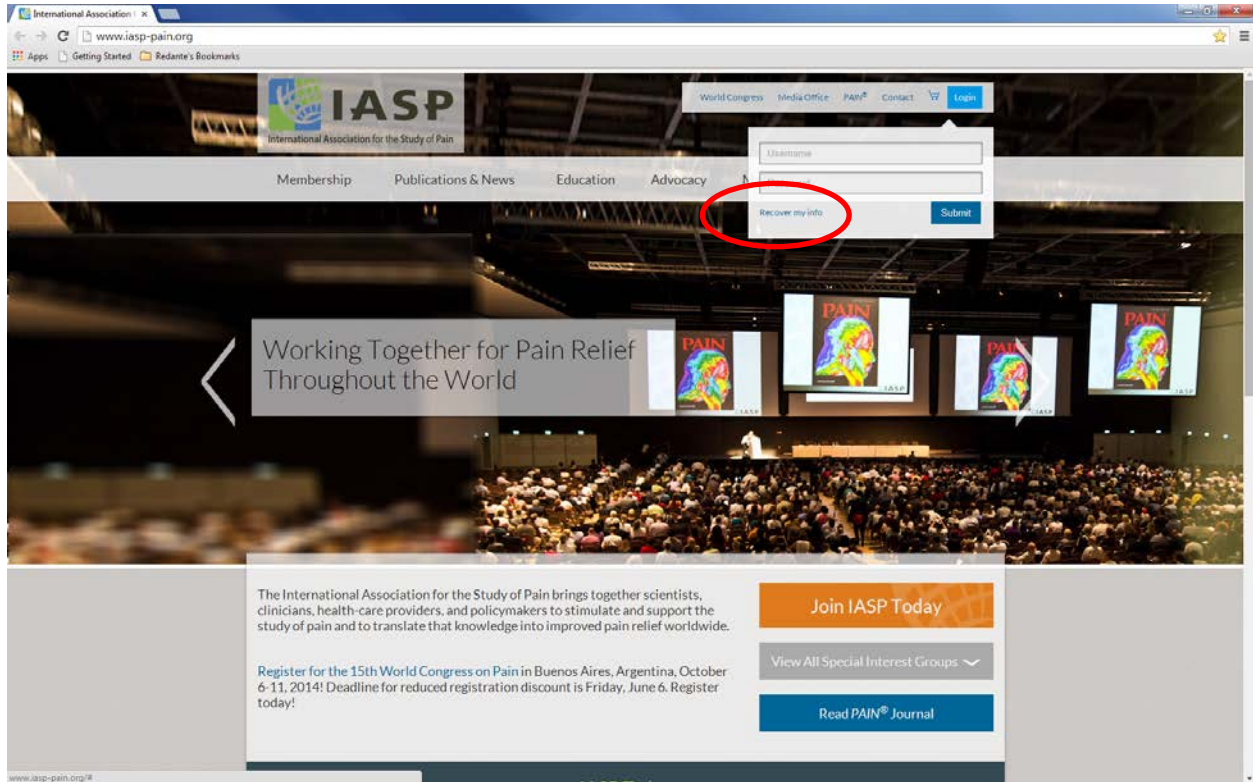


I have forgotten or lost my password to the IASP website. How do I recover or reset my password?

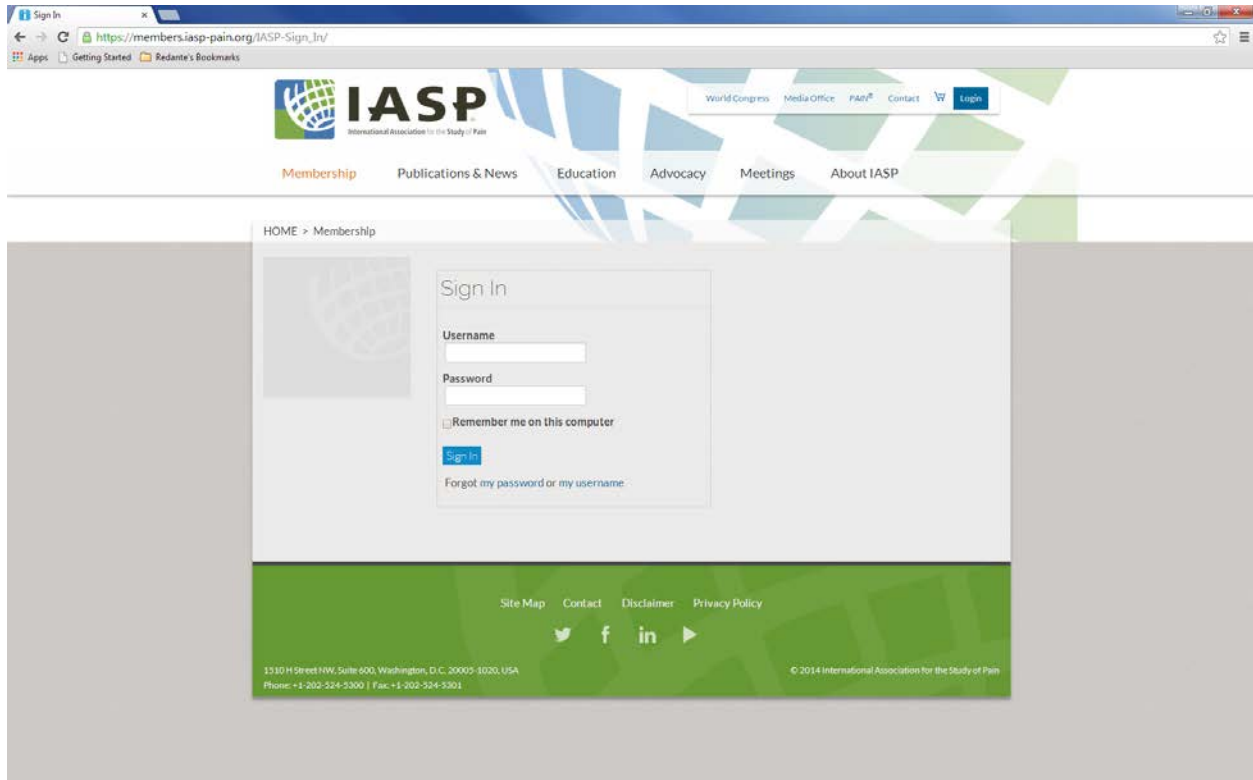
1. Go to the homepage <http://www.iasp-pain.org> and click on the blue “Login” button on the upper right of the screen



2. Once clicked, a dropdown box will appear below it with fields where you can put in your username and password. Below these fields is a link called "Recover my info." Click on it.



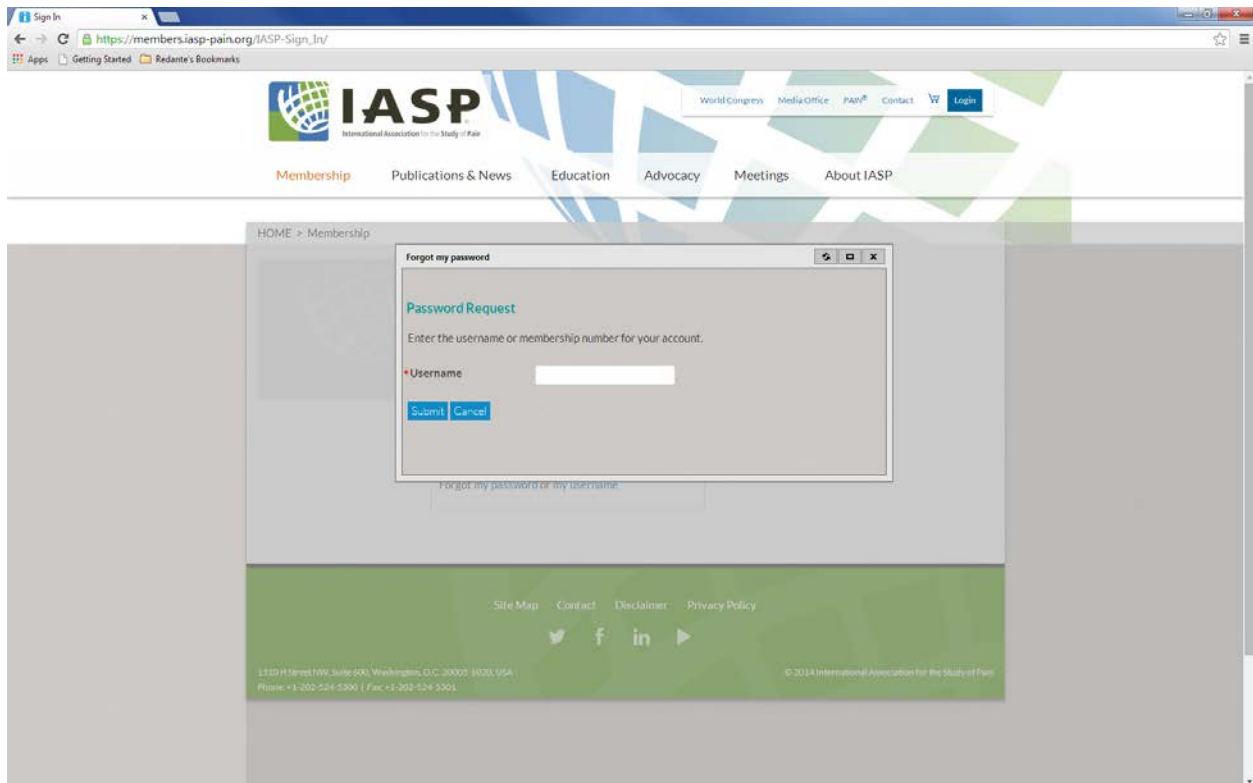
3. Upon clicking, you will be taken to a different page (screenshot below). The page will have a field for signing in with Username and Password. Below those fields are two links for “forgot my password” or “forgot my username.” Click on “Forgot my password”



The screenshot shows a web browser window displaying the IASP Sign In page. The browser's address bar shows the URL https://members.iasp-pain.org/IASP-Sign_In/. The page features the IASP logo and navigation menus for World Congress, Media Office, PAIN®, Contact, and a Login button. Below these are links for Membership, Publications & News, Education, Advocacy, Meetings, and About IASP. The main content area is titled "HOME > Membership" and contains a "Sign In" form with fields for Username and Password, a "Remember me on this computer" checkbox, a "Sign In" button, and a link for "Forgot my password or my username". The footer includes links for Site Map, Contact, Disclaimer, and Privacy Policy, along with social media icons for Twitter, Facebook, and LinkedIn. The footer also contains the address: 1310 H Street NW, Suite 600, Washington, D.C. 20005-1020, USA, and the phone number: +1-202-524-5300 | Fax: +1-202-524-5301. The copyright notice is © 2014 International Association for the Study of Pain.

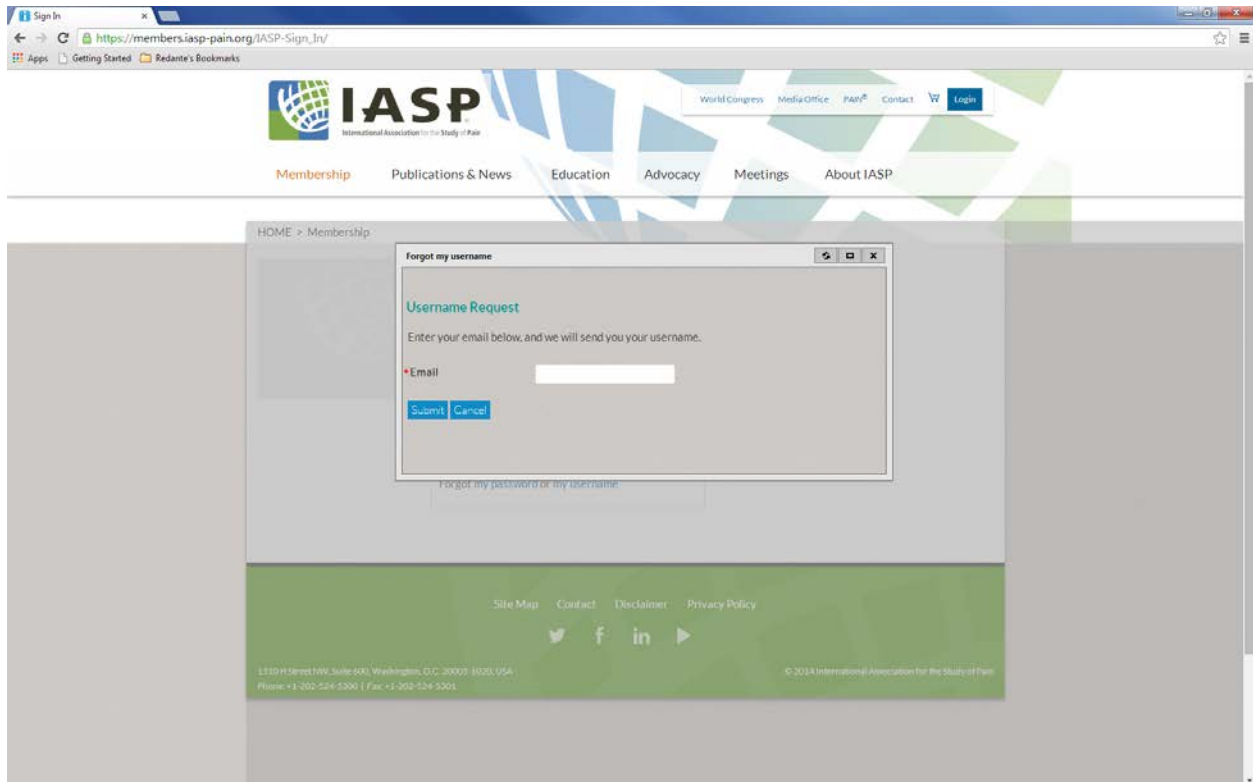


4. You will get a box asking for your username or IASP Member ID number. Enter the information in the box if you have it. If you do not know your IASP username or member ID number you may contact IASP (members@iasp-pain.org). Or you can click **Cancel** on this screen and click on **“Forgot my username”** on the previous screen.



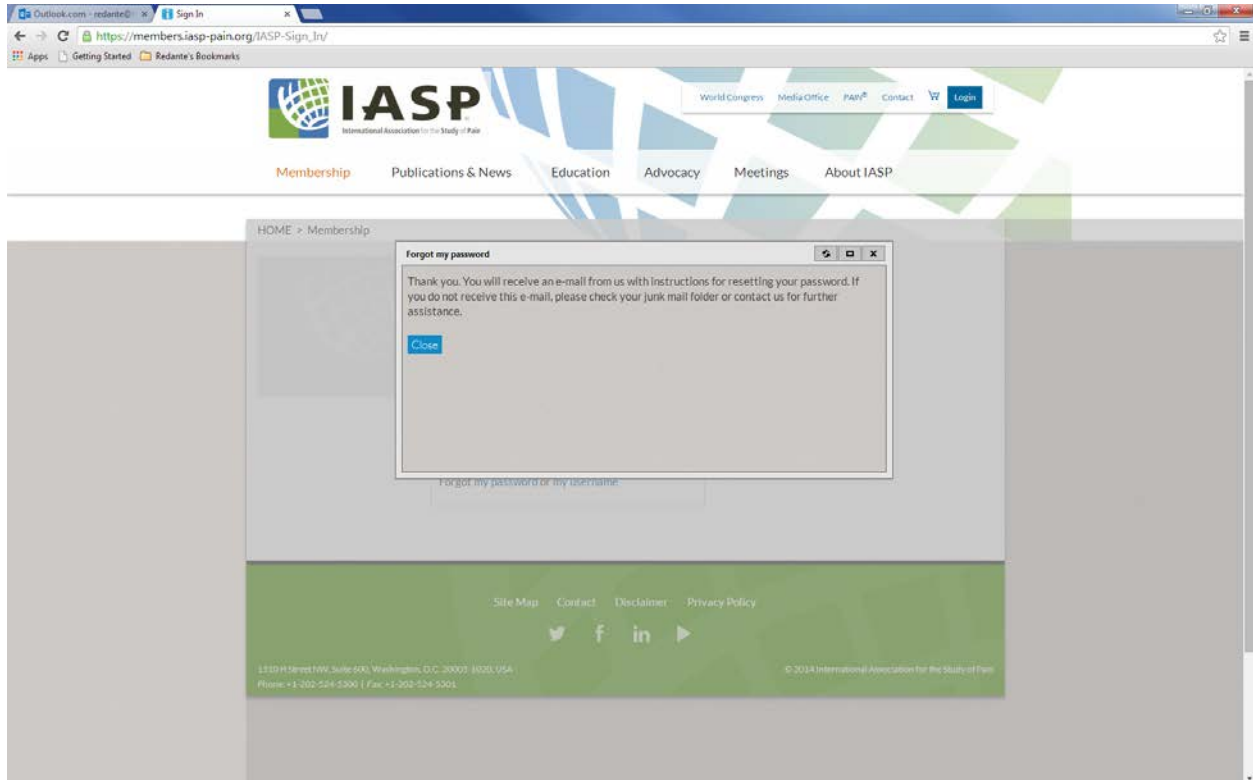


5. Clicking on Forgot My Username will generate a box asking for your email address. Enter the email address associated with your IASP account. An email will be sent to that address with your username. NOTE: for security purposes, your password WILL NOT be included with your username in the email.
6. After you receive your username, go back to Step 3. Enter your Username into the field after clicking on “Forgot My Password”





- An email will be sent to you with a link or URL for resetting your password. Check your email account for an email with the subject line **“IASP – Sign In Password reset request.”**



8. The email will have the following text

Password reset request for logon: XXXXX@EMAIL.ORG

We received a request to reset the password for the Logon referenced above. If you made this request, please click the link shown below to reset your password.

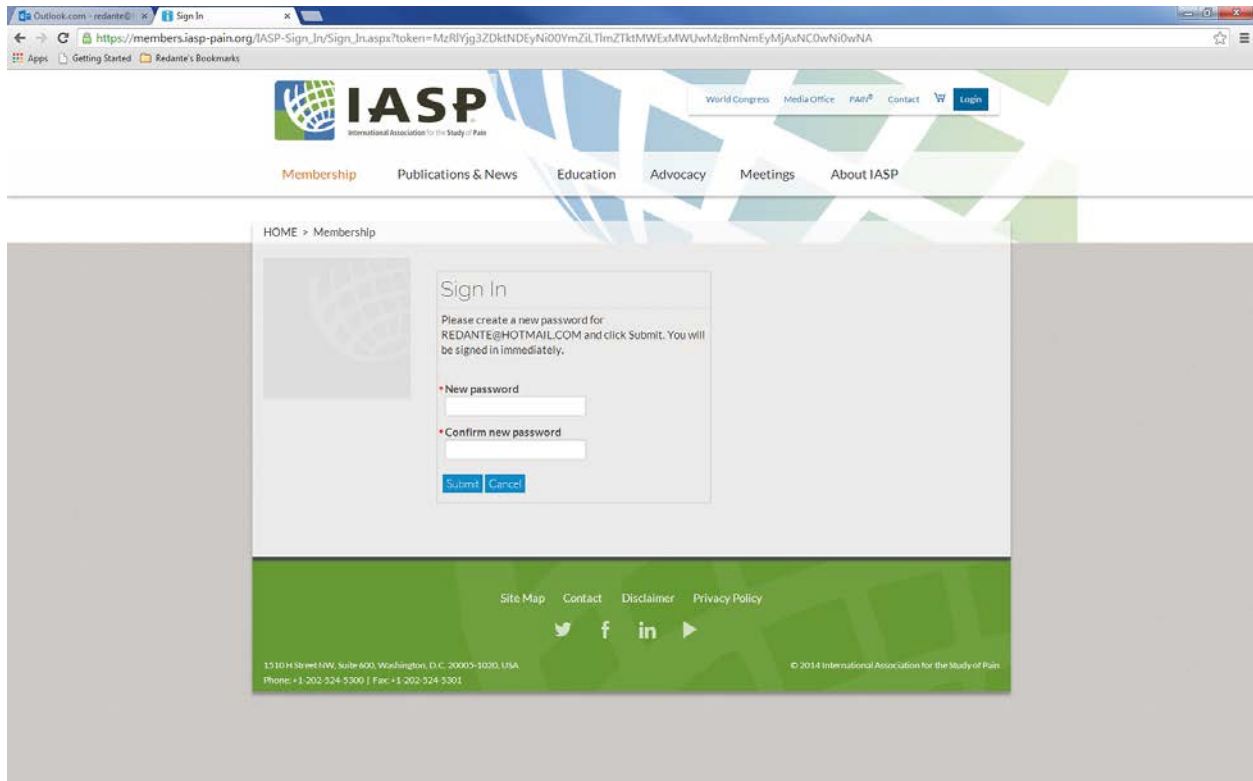
If you did not request to have your password reset, you can safely ignore this email.

Please click the link below to reset your password:

<https://members.iasp-pain.org/XX>

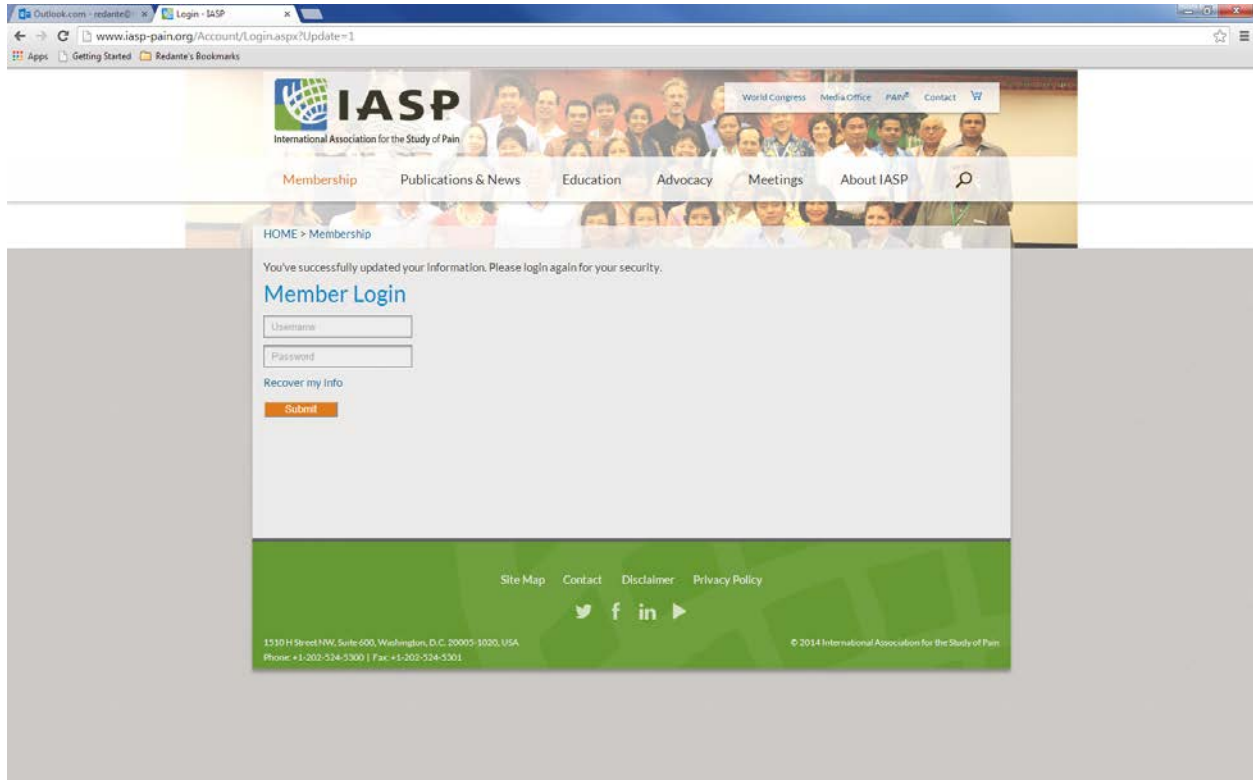
If clicking on the link does not work, you can copy and paste the link into your browser's address window.

If the link is clickable, click on it. If it is not clickable, cut and paste it into your web browser. Once pasted you should see the message below with your email address displaying on the page. Enter your new password in both of the requested fields.





9. You will get a login page that says “You've successfully updated your information. Please login again for your security.” Log in with your username and new password



10. You should be now logged in to the IASP website homepage. You will know you are logged in because the blue box on the upper right will say “My Account” and the orange button on the middle of the page will say “My Account.”

