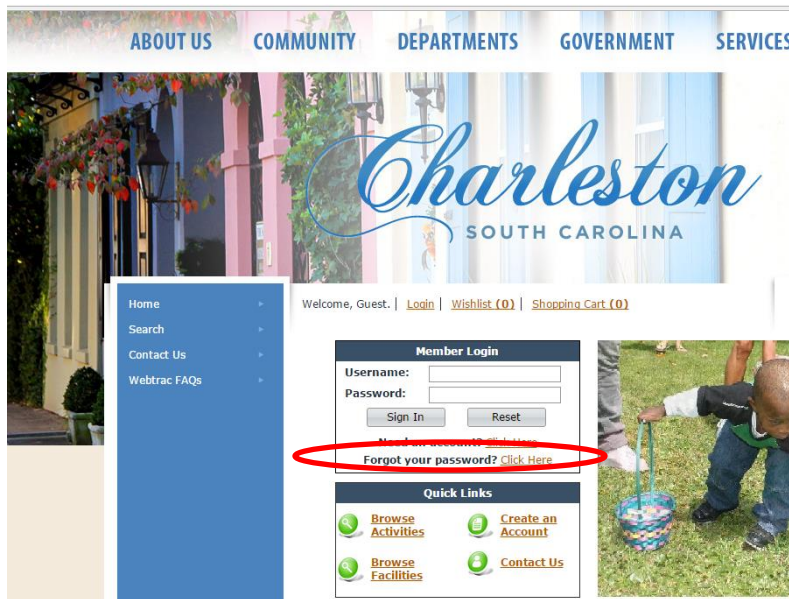


# Forgot Username/Password

If you forgot your username or password, there are a variety of routes to obtain that information.

1. Call (843) 724-7327, or your respective facility and they can send you a reset email.
2. On home page: **“Forgot your password? [Click Here](#)”**
3. If you click Login, there are two options:
  - a. [If you have an account with us, but you’ve forgotten your password, please click here for a reminder email.](#)
  - b. [If you are unsure of your User Name or Password, you may also wish to contact our office.](#)

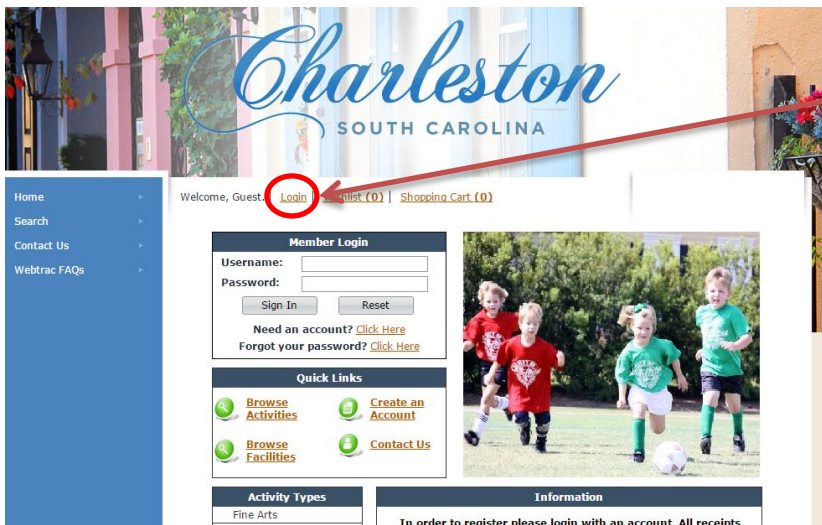
2 & 3a.



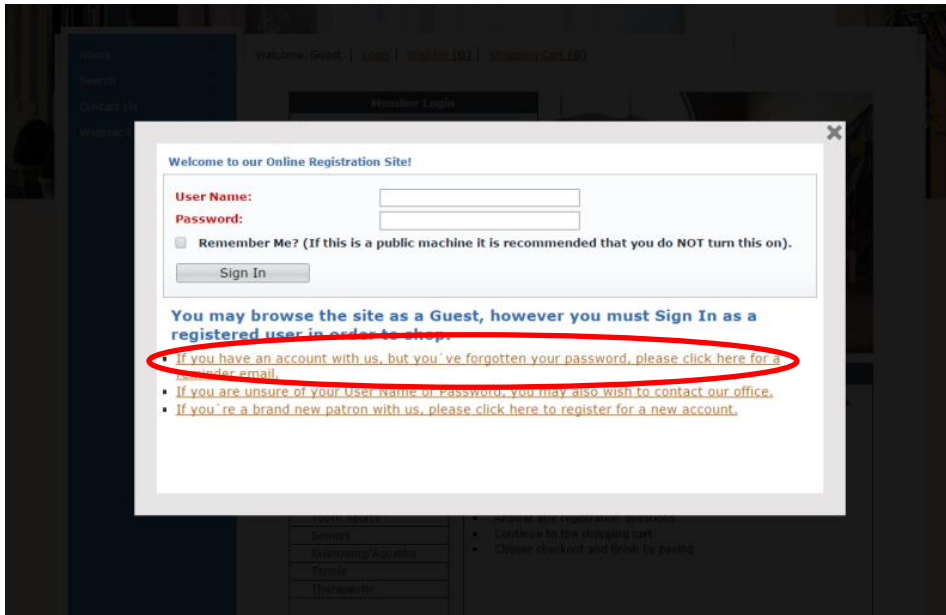
Click on the link:

**Forgot your password?**  
[Click Here](#)

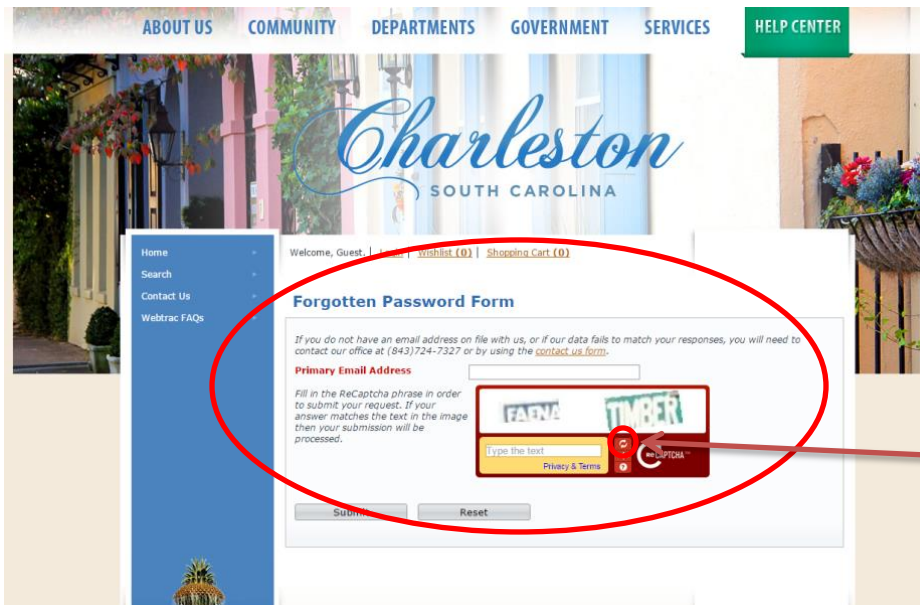
**OR**



Click here!

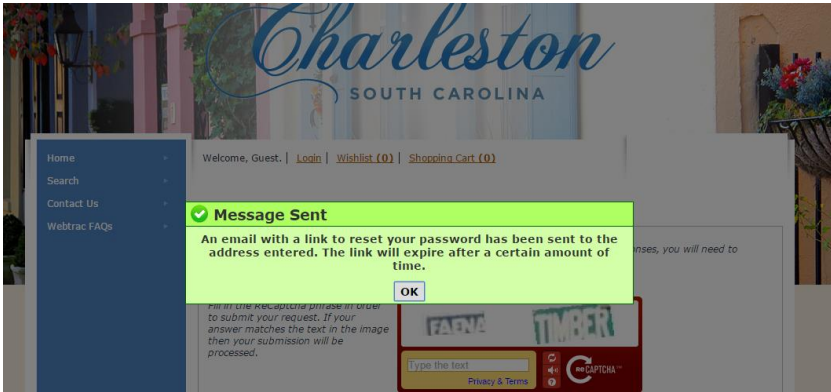


After you click either link, you'll be redirected to the "Forgotten Password Form". Put in your email address and then type in the 2 ReCaptcha phrases with a space in between them. If you're unable to read the phrases, you can click the top little red "Redo" button to reset the words.



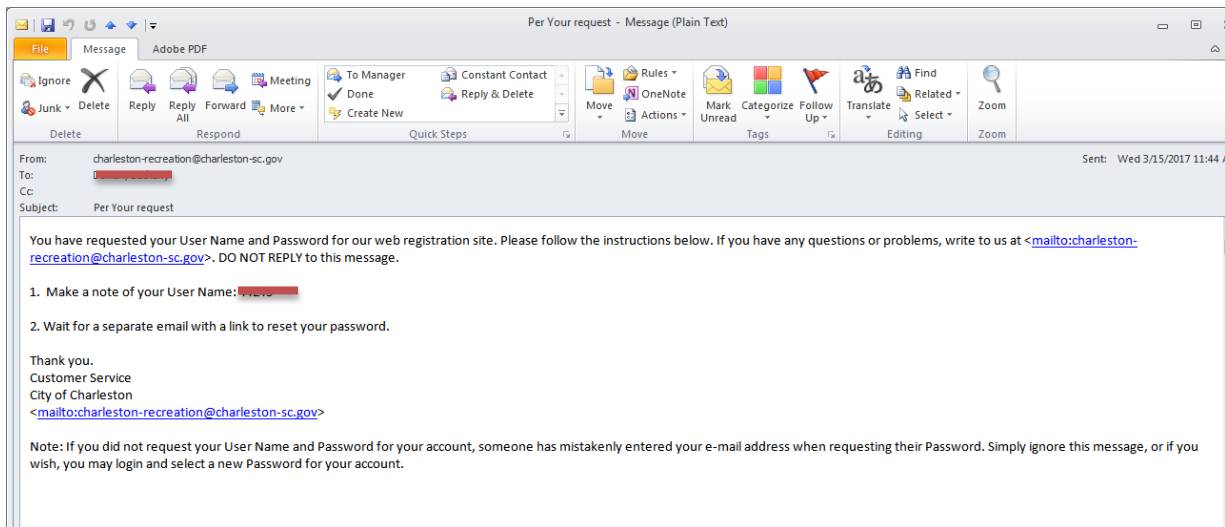
Little red "Redo" Button

Once you click Submit, you'll receive a Message Sent confirmation note.

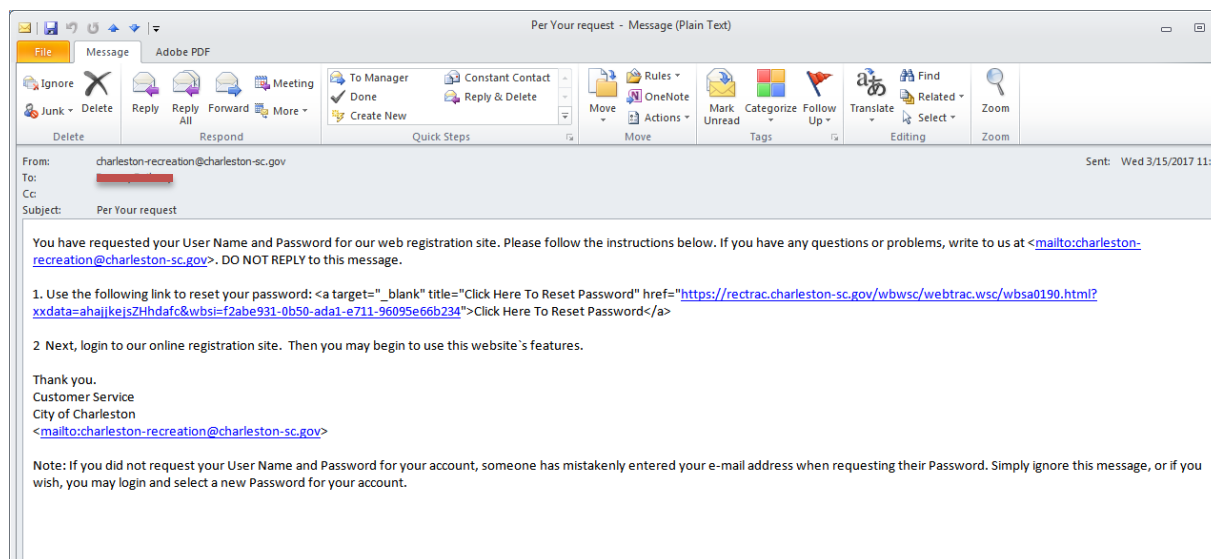


Two emails should appear in the inbox of the address you provided. You'll receive both of these emails when you request your username/password online AND when you call a facility and request your information to be reset or resent to you.

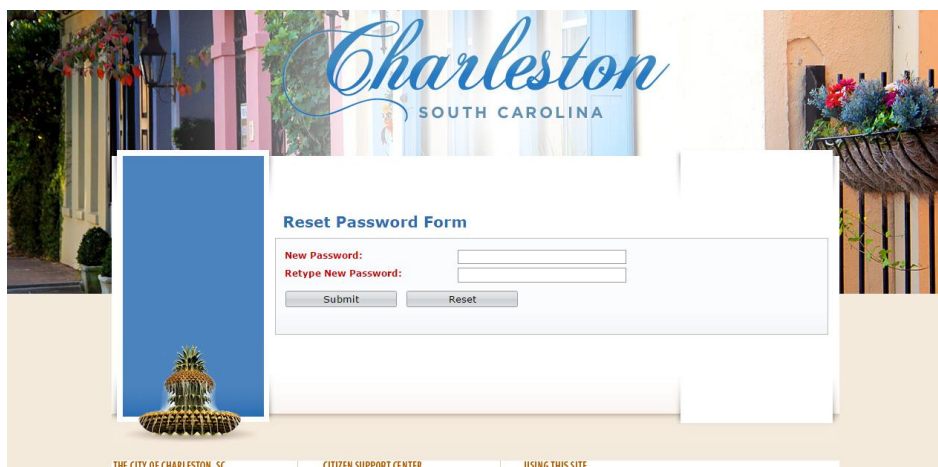
**Email 1:** This email is verification that you requested your username and password. Please make note of your username in this email. Wait for the second email providing the link to change your password.



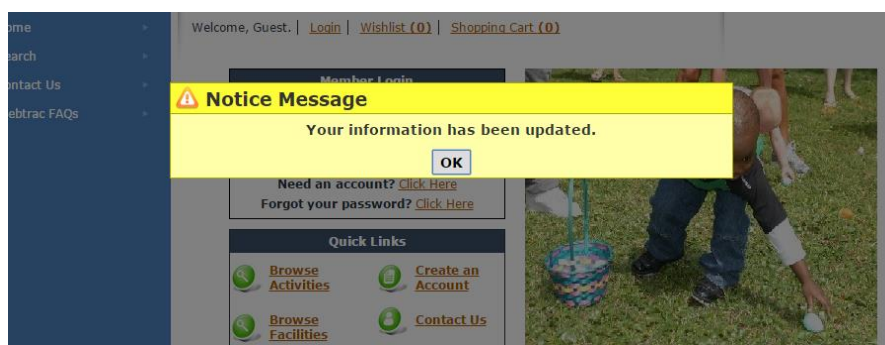
**Email 2:** This email provides the link to change your password.



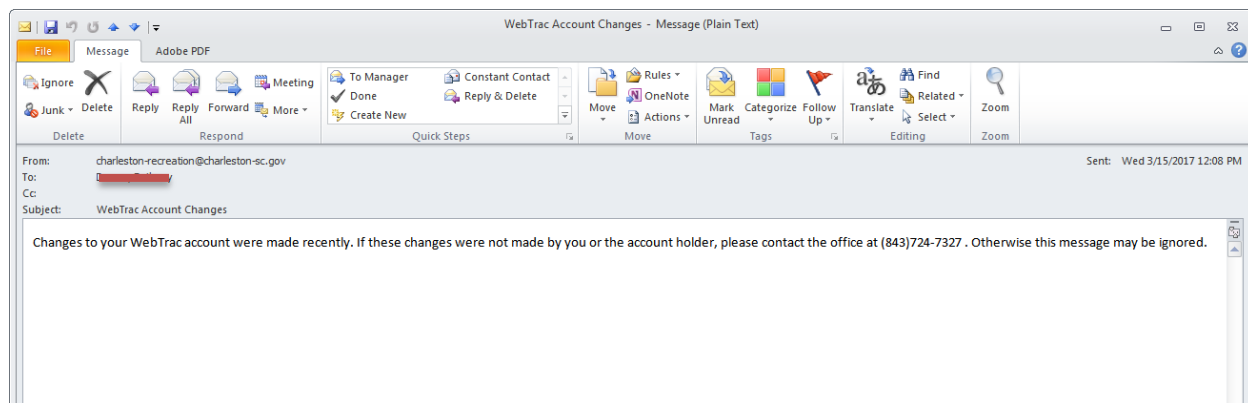
Once you click on the link, you'll be directed back to the web and you'll be asked to reset your password.



Once you hit submit and your passwords match, you'll receive confirmation of the change.



You'll also receive an email verifying that these changes were made.



You should now be able to successfully log in with the username provided in your very first email and the password you just recreated.