

# FFBC - Recovering your login information or password

If you have lost your password or can't remember your login take the following steps:

- 1) Go to the FFBC website member login: <http://ffbc.org/membership-2/member-login/>
- 2) There you will see:

## Member Login/Logout

You must login here first in order to renew membership or access your account profile. If you have not yet registered on our site then you must go to the Registration tab on the menu.

Username

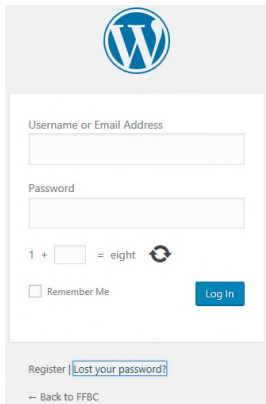
Password

Remember Me

If you have lost your password or can't remember your login, then hit LOGIN without entering any other information.

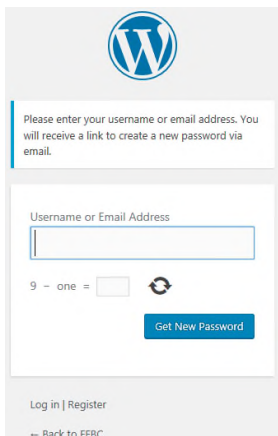
You will be taken to a more complete login form. There you will be able to sort out getting a new password.

- 3) Don't enter any information, just click LOGIN. It will take you to this view:



The screenshot shows the WordPress login interface. At the top is the WordPress logo. Below it is a form with two input fields: "Username or Email Address" and "Password". There is a security check with the text "1 +  = eight" and a refresh icon. Below the form are a "Remember Me" checkbox and a "Log In" button. At the bottom, there are links for "Register" and "Lost your password?", and a "Back to FFBC" link.

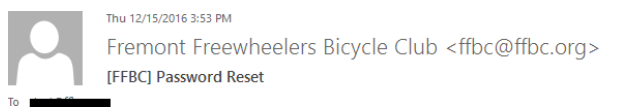
- 4) Click on "Lost your password?"



The screenshot shows the WordPress "Lost your password?" page. At the top is the WordPress logo. Below it is a message: "Please enter your username or email address. You will receive a link to create a new password via email." Below this is a form with a "Username or Email Address" input field. There is a security check with the text "9 - one = " and a refresh icon. Below the form is a "Get New Password" button. At the bottom, there are links for "Log in | Register" and "Back to FFBC".

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- 5) You can enter either your username or email address
  - a. For our members that had their user name and password sent to them when the new website was setup, your user name is normally the merging of your first and last name, with capital letters used for the first character of your first and last name. For example: The user name for John Doe would be: JohnDoe
  - b. Otherwise enter your email address that was used on the old website or for the FFBC\_List.
- 6) Answer the math question and click "Get New Password." It will update with the message "Check your email for the confirmation link."
- 7) The email will go to whatever email address is associated with your account – typically the same address you get your FFBC\_List messages at. The email should look like this:



Someone has requested a password reset for the following account: [www.ffbc.org](http://www.ffbc.org)

Username: [REDACTED]

If this was a mistake, just ignore this email and nothing will happen.

To reset your password, visit the following address:

[http://ffbc.org/wp-login.php?action=rp&key=FaZ51T8rDtZbrs6NQY04&login=\[REDACTED\]](http://ffbc.org/wp-login.php?action=rp&key=FaZ51T8rDtZbrs6NQY04&login=[REDACTED])

- 8) This email will have your username (if you weren't sure). Click on the link and follow the instructions on updating your password. Make sure that you select a strong password. If you don't you will have to enter your login credentials twice every time you log in.
- 9) In the future you can update your password (and other contact info) by visiting the Member Profile page at: <http://ffbc.org/membership-2/membership-profile/> . **Most importantly however, you can view your membership status there.**