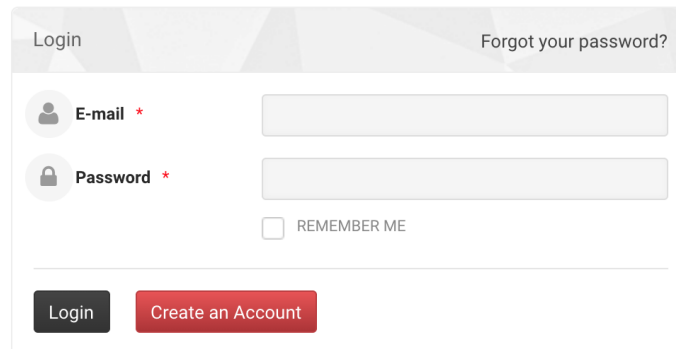


## Forgot Password Flow

If you have forgotten the password you used to create your profile at [cmsj.org](https://www.cmsj.org), please follow the following steps:

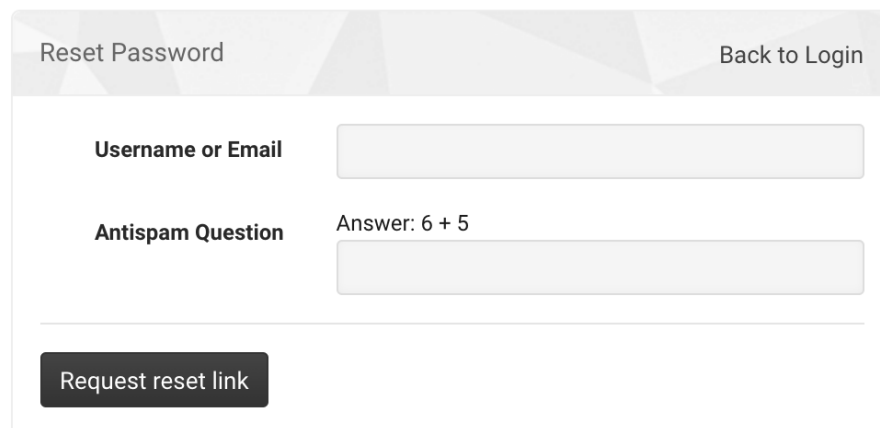
1. You must use the email address you used to create your account - this is your login id. Look for your Bala Vihar confirmation email from a past year. If you don't remember the email id for your profile, you will have to create a new profile as described in the Registration Process above.
2. Go to <https://www.cmsj.org/profile/>
3. You will see:

### Member Login



The screenshot shows a login form with a header containing "Login" on the left and "Forgot your password?" on the right. Below the header, there are two input fields: "E-mail \*" and "Password \*". Below the password field is a checkbox labeled "REMEMBER ME". At the bottom of the form, there are two buttons: "Login" and "Create an Account".

4. Now click on "Forgot your password" that you see on the right and you will see



The screenshot shows a "Reset Password" form with a header containing "Reset Password" on the left and "Back to Login" on the right. Below the header, there are two input fields: "Username or Email" and "Antispam Question". The "Antispam Question" field has a hint "Answer: 6 + 5". Below the input fields, there is a button labeled "Request reset link".

5.
  - a. Enter the email address that you had used to create the login account

- b. Answer the “Antispam Question”. Here you would type in 11. If you have trouble, use a calculator to get the right answer.
  - c. Click on “Request reset link” (the black button on bottom left)
6. Now you will see the following:

Reset Password Back to Login

A reset link has been sent to your email successfully.

Username or Email

Antispam Question Answer: 9 + 4

[Request reset link](#)

7.
  - a. At this point, you should have received a reset link in your email
  - b. Clicking on that will take you to a screen like this:

Change your Password

Password ?

Confirm your Password



Antispam Question Answer: 8 + 9

Password Strength


[Change my Password](#)

- c. Enter a password and reconfirm the password in the fields that you see
  - d. Enter the correct answer to the “Antispam Question” (see screenshot below)

Change your Password

 Password 

Confirm your Password

Strong  


Antispam Question Answer: 8 + 9

- e. Click on the black button that says “Change my Password”
8. Now you can login using your new password at <https://www.cmsj.org/profile/>