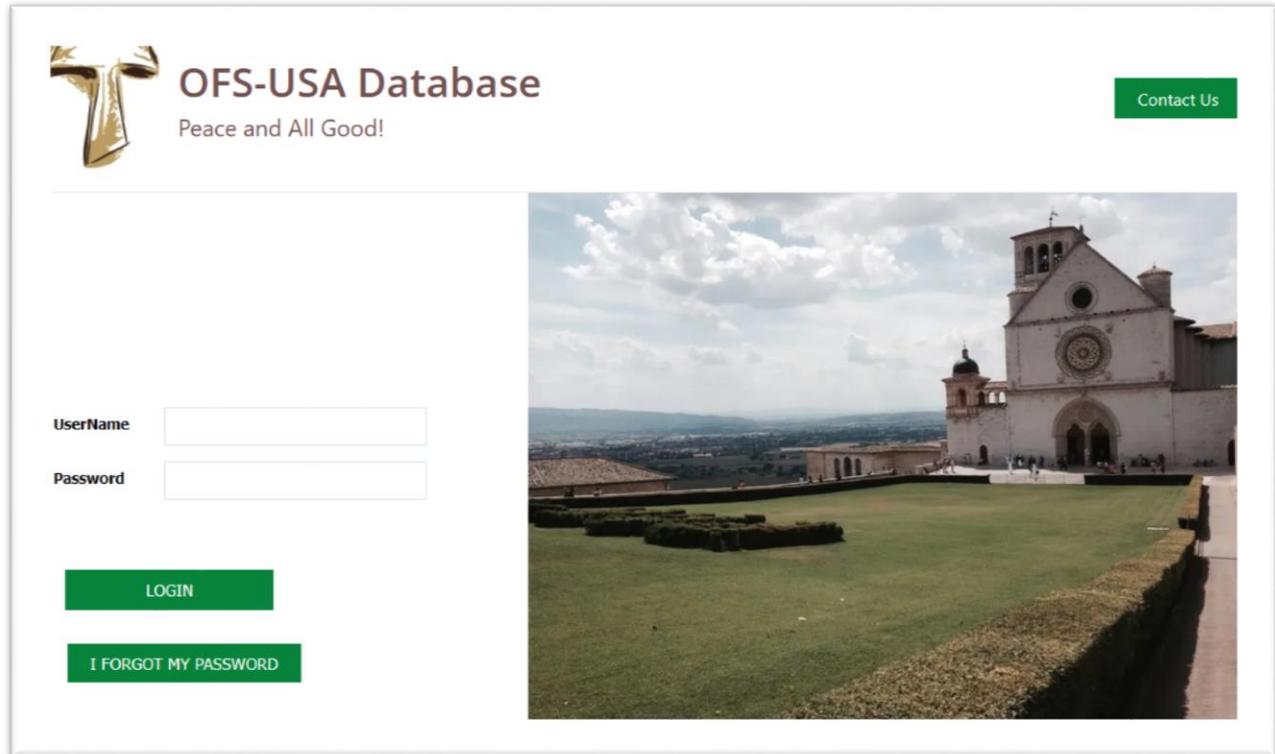


Login and Lost Password

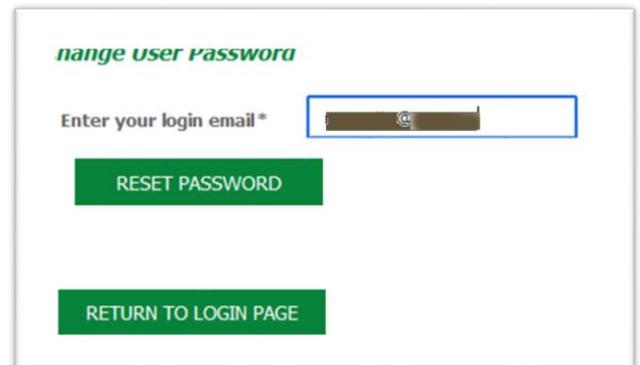
1. To access the system, go to <https://ofsusadb.org/> and enter your assigned User Name and Password. Your username will be your email address and the password you set. If you need to change your password or don't remember it click on the **I FORGOT MY PASSWORD** button.



2. Your initial password will be you 1st name followed by 'temp' in lower case. After you log in the 1st time make sure to change your password by clicking on [Password Reset](#) in the left column of any organization page. You will be taken to the Change User Password page (see below) process just as if you had forgotten your password.
3. If you enter the wrong password you will receive text which says:

Authentication failed. The information you have provided cannot be authenticated.
Check your login information and **try again** or
click **here** to reset your password.

If you **Try Again** you will just be shown the login option above. If you click on the **here** you will be taken to the password reset screen. Which will ask you for your email address. If your email address is found in the system a password reset link will be sent to that email address.

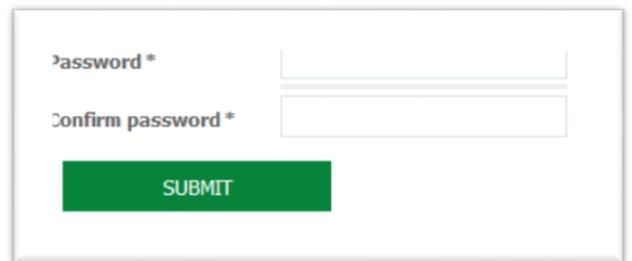


Go to your email and look from an email from noreply@CASPIO.app.

Unlike the old system, until you submit the change, your password is *not* changed. Fill out the changed password and confirm it. You will need to enter a combination of upper and lower case characters. Add a number for better security. When you complete the form and press

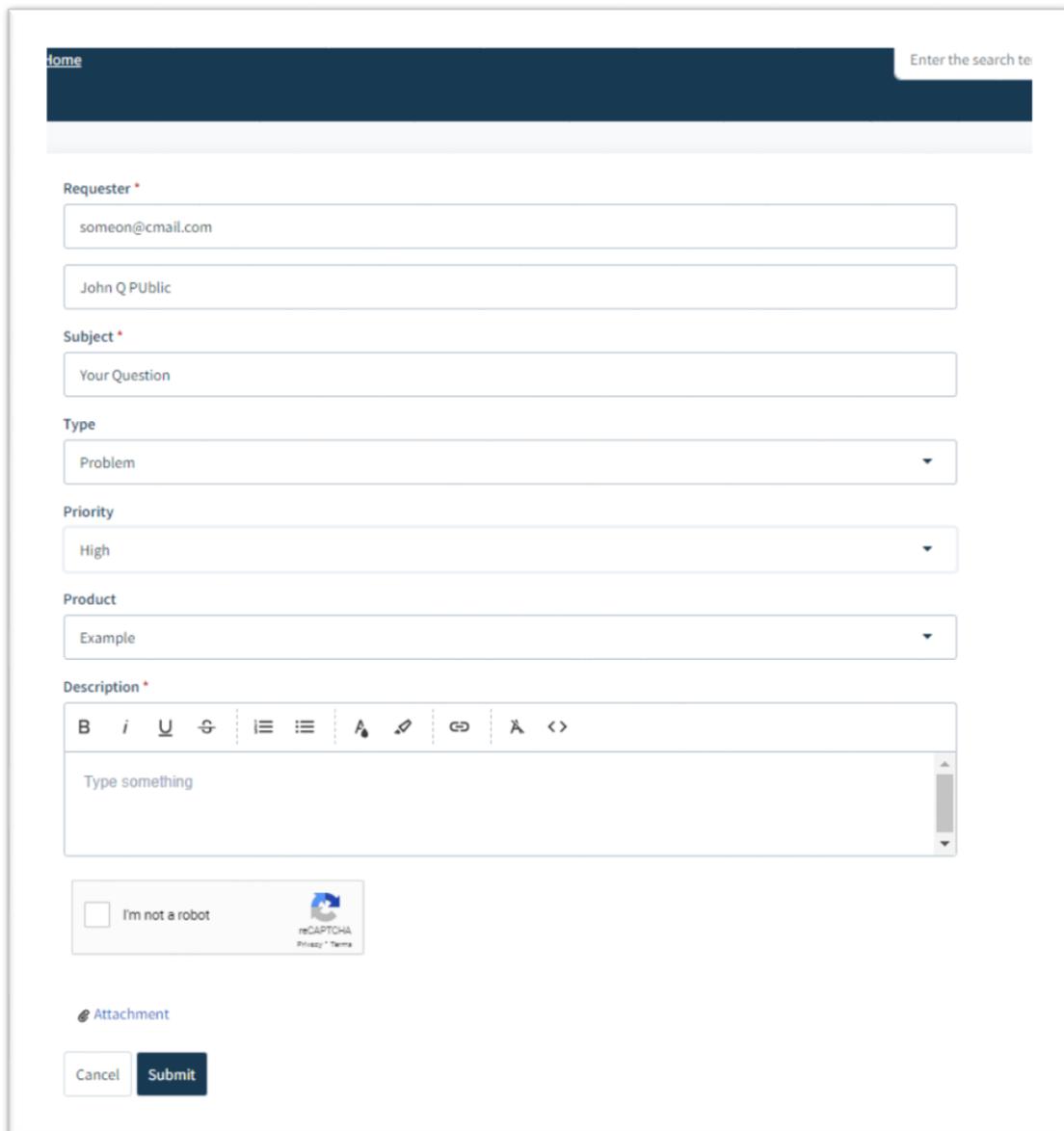
SUBMIT

and then go back to the log in page and enter your username and *new* password. *Note:* the browser may display your old password, so delete than and then enter the new password.



A screenshot of a password change form. It features two input fields: the first is labeled 'password *' and the second is labeled 'confirm password *'. Below these fields is a prominent green button with the text 'SUBMIT' in white capital letters.

4. If you need to change your Username, use **Contact Us** . On the displayed page (see below) include how to contact you since changing your username requires special permissions. Include your name and phone number so that the support team can contact you.



A screenshot of a 'Contact Us' form. At the top left is a 'home' link and a search bar with the placeholder text 'Enter the search te'. The form contains several fields: 'Requester *' with the value 'someone@gmail.com', a field with 'John Q Public', 'Subject *' with 'Your Question', 'Type' with a dropdown menu showing 'Problem', 'Priority' with a dropdown menu showing 'High', and 'Product' with a dropdown menu showing 'Example'. Below these is a 'Description *' field with a rich text editor toolbar (bold, italic, underline, link, list, link, image, link, link, code) and the text 'Type something'. At the bottom left is a CAPTCHA section with the text 'I'm not a robot' and a reCAPTCHA logo. Below that is an 'Attachment' section with a paperclip icon. At the very bottom are 'Cancel' and 'Submit' buttons.