



## Member How-to Document

# Changing Your CUES Username and/or Password

**Purpose:** To change your existing username and/or password.

### Process:

1. Once you are logged in to cues.org, you'll be in the myCUES Dashboard. From here, click 'Manage My Account'.

A screenshot of the myCUES Dashboard. At the top left, it says "Hi, Laura." Below this, the user's name "Laura Gibbs" is listed, along with her role "Member Engagement Manager" and "CUES Staff". To the right, there are two columns of information: "Membership Level" which is "Unlimited+" and "Member ID" which is "1081755". In the top right corner, there is a button labeled "Manage My Account" with a right-pointing arrow, which is highlighted with an orange border.

2. On the right-hand side of the page, under Password Settings, click Login & Password Settings.

### Password Settings

Customer ID: 1081755

[Login & Password Settings](#)

3. On the next page, current password will auto populate
  - a. To change your username, delete your current username and enter you new one. Enter your current password, then click 'Submit Changes'.
  - b. To change your password, enter your current password, create your new password, and confirm it, then click 'Submit Changes'.

*\*Note: Passwords should only contain letters and numbers. The system does not recognize special characters.*

Passwords should contain ONLY letters and numbers.  
Special characters will cause login issues for you on cues.org.

Login:\*

Current password:\*

New password:

Confirm new password:

4. When you have successfully updated your username and/or password, you'll see the below confirmation.

ID: 1081755 Name: Laura Gibbs

Login information has been successfully updated!



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