



## Member How-to Document

### Resetting Your Password

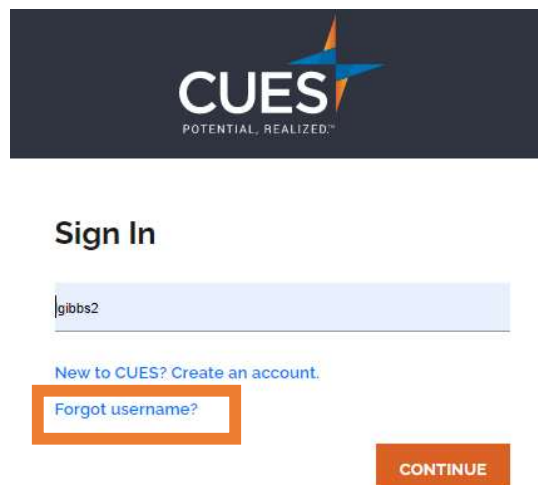
**Purpose:** Use this document if you have misplaced or forgotten your password for your [cues.org](https://cues.org)/CUES Member account.

#### Process:

1. In a web browser (preferably Google Chrome or Microsoft Edge) access [cues.org](https://cues.org).
2. Click 'LOG IN'

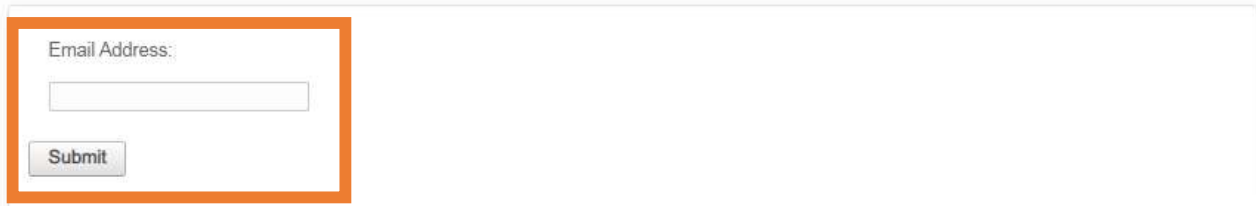


3. Then click 'Forgot Username?'



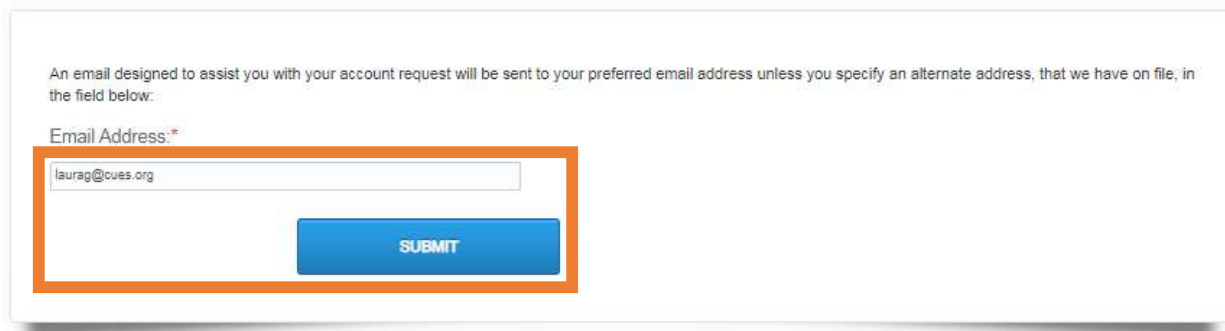
4. Enter your email address and click 'Submit'  
*\*Use the email address that is on file with CUES*

Please input your work email address. If you do not know the email address associated with your account, please email [cues@cues.org](mailto:cues@cues.org) to get access to your account.



The screenshot shows a web form with a label 'Email Address:' above a text input field. Below the input field is a button labeled 'Submit'. The entire form area is enclosed in a white box with a thin border, and the 'Submit' button is highlighted with an orange border.

5. Confirm your email address and click 'Submit'



The screenshot shows a confirmation form. At the top, it says: 'An email designed to assist you with your account request will be sent to your preferred email address unless you specify an alternate address, that we have on file, in the field below:'. Below this is the label 'Email Address: \*' and a text input field containing 'laurag@cues.org'. A blue button labeled 'SUBMIT' is positioned below the input field. The input field and the 'SUBMIT' button are highlighted with an orange border.

6. An email from [cues@cues.org](mailto:cues@cues.org) will be sent to the email address provided with your username and a link to reset your password.

*\*If you do not see the email in 5 minutes, check your spam/junk folder.*

*\*The link to reset your password is valid for 24 hours.*

7. Click the link to update your password. This will redirect you to [cues.org](http://cues.org).



Dear Laura,

You've requested your username or password information from CUES.

Your username is: lgibbs2

To update your password, [click here](#). This link expires in 24 hours.

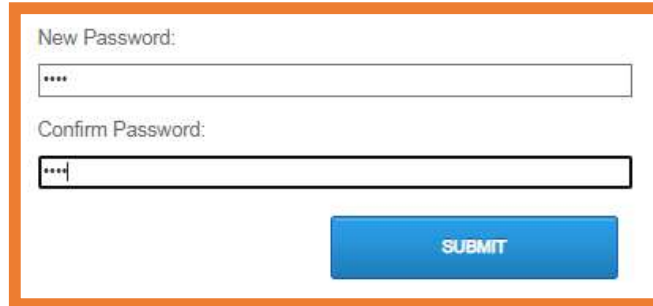
Remember, your CUES login information can be used for both [cues.org](http://cues.org) and [CUmanagement.com](http://CUmanagement.com).

If you have questions about your login or membership status, please contact CUES at 608.271.2664; or email [cues@cues.org](mailto:cues@cues.org). In Canada, please call 604.347.7097.

Thank you!

8. Enter your new password, confirm it, and click 'Submit'

*\*Special characters are not recognized for password. Use only letters and numbers.*



The image shows a screenshot of a password reset form. It is enclosed in an orange border. At the top, it says "New Password:" followed by a text input field containing four asterisks. Below that, it says "Confirm Password:" followed by another text input field also containing four asterisks. At the bottom right of the form is a blue button with the word "SUBMIT" in white capital letters.

9. Your password has not been reset. Continue to login to [cues.org](https://cues.org).



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Email: [cues@cues.org](mailto:cues@cues.org) | Phone: US: [608.271.2664](tel:608.271.2664) or [800.252.2664](tel:800.252.2664), opt. 2; Canada Tel: [604.347.7097](tel:604.347.7097)