

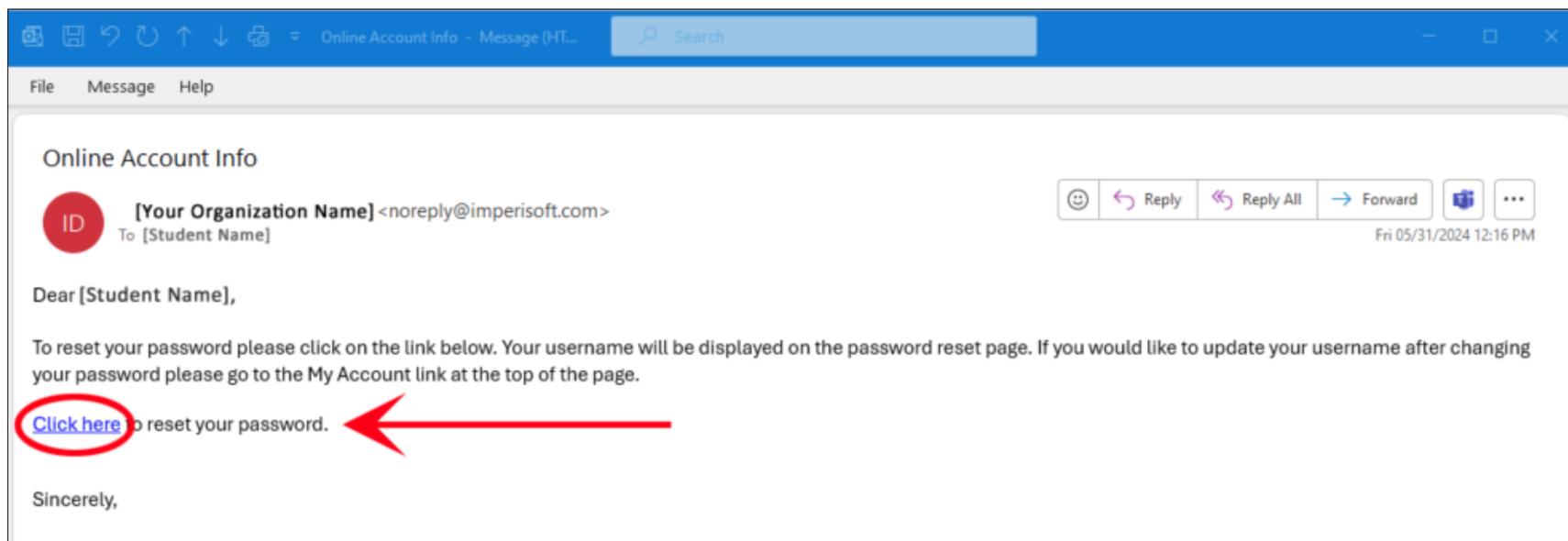
How to Retrieve your Online Username and Reset your Online Password

1. Click the Forgot Password link from the Online Registration page.
2. In the Recover your username or password page, enter the e-mail address you have in the system then click the **Submit** button. And the system will automatically send you the Reset Password Email.

Note: If email has not been received after 10 minutes, please check your Spam or Junk folder.

The image displays two screenshots of the PROCLASS IT ONLINE TEST SITE interface. The top screenshot shows the 'Recover your username or password' page. It features a search bar with 'Search', 'Membership', and 'Donate' links, and a 'Login' button. The main content area contains the text 'Recover your username or password' and 'Please enter your e-mail address below and we will send to you the password link. e.g., sample@mail.com'. A text input field contains 'youremail@email.cor', which is circled in red with a red arrow pointing to it from the right. Below the input field is a blue 'Submit' button. The bottom screenshot shows the 'Email Sent!' confirmation page. It features the same search bar and navigation links. The main content area contains the text 'Email Sent!' and 'Your login information has been sent to youremail@email.com'. Below this text is a blue 'Go to Login Page' button.

- Once you receive the Reset Password Email, read the message, and **click the link** to reset your password.
*Note: The reset password link **expires after 30 minutes** and right after you reset your password successfully.*



4. After clicking the link, the **Reset Password** page will open.
If you just want to retrieve your Username, you can skip the Reset Password part. And just copy your Username.
5. Then click the **Submit** button, and you will be logged into your **Account**.

The screenshot shows the 'Reset Password' page on the PROCLASS IT ONLINE TEST SITE. The page header includes the logo 'PROCLASS' and the text 'IT ONLINE TEST SITE'. There are links for 'Search', 'Donate', 'Login', and 'New User? Start Here'. The main content area features a lock icon and the title 'Reset Password'. A red box highlights the text 'Your current username is: omF5ynY', with an arrow pointing to the annotation 'You can take note of your current username'. Below this is a note: '(If you wish to change this username, please fill the username field below but if you want to maintain this username then just leave the field blank.)'. The instructions for the new password are: 'Enter your new password below: Minimum of 8 characters. Must contain an uppercase, three lowercase, a digit and a non-alphanumeric character (e.g. \$ @ # %). Example "Abbx1#"'. A red box highlights the 'Username' field containing 'UNameTest', with an arrow pointing to the annotation 'Or you can change your current username here'. Another red box highlights the 'New Password' and 'Confirm Password' fields, with an arrow pointing to the annotation 'Enter your new password to login'. A 'Submit' button is located at the bottom left.