

Retatrust.org User Guide

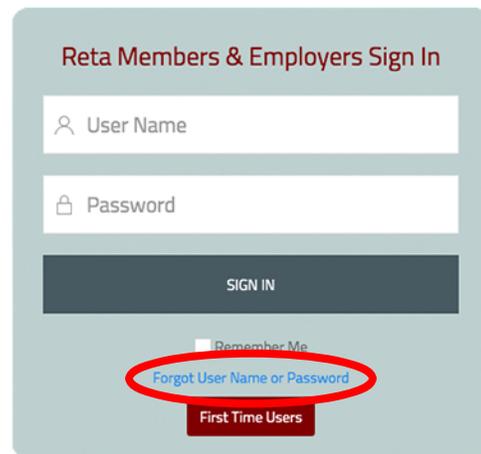
How to obtain your User Name & Password

How to Obtain your User Name & Password

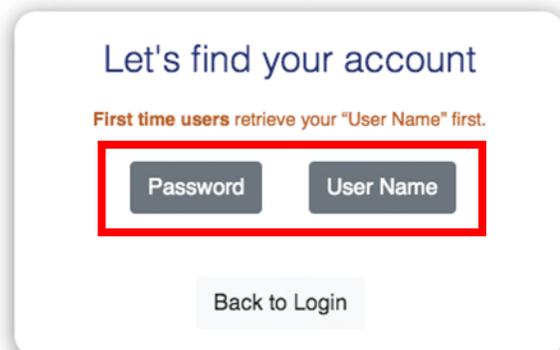
Navigate to Retatrust.org and click **Log In**.



Click **Forgot User Name/Password**.



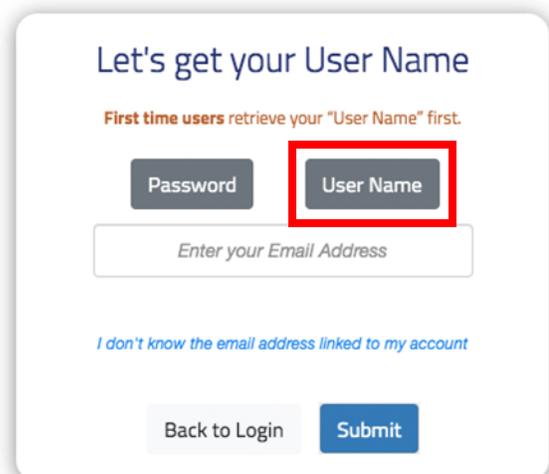
You will be presented with two buttons, User Name and Password.



To get your **User Name**, click on the User Name button. Enter the email address you verified within RetaEnroll.

NOTE: If you have verified multiple email addresses on RetaEnroll, you will have the option to choose where you would like your user name to be sent. For additional security, you will be required to enter the full email address that matches the address you'd like to have your user name sent to.

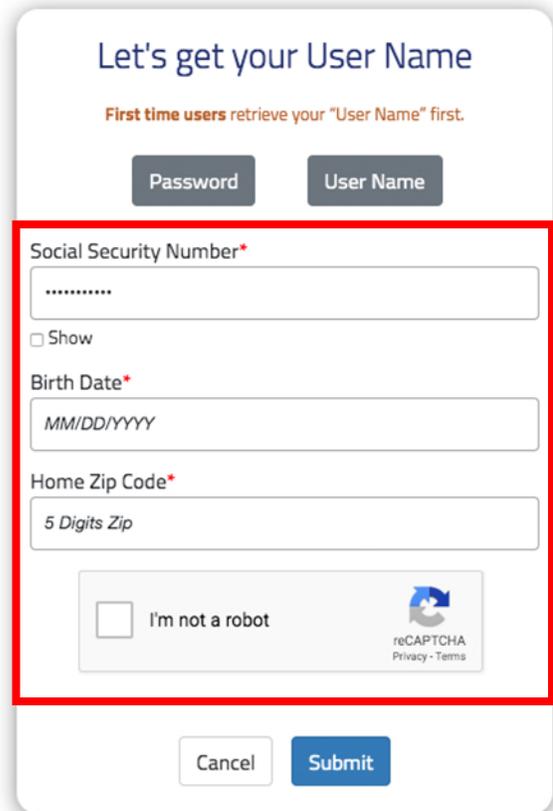
Click here to skip to the password section once you received your User Name.



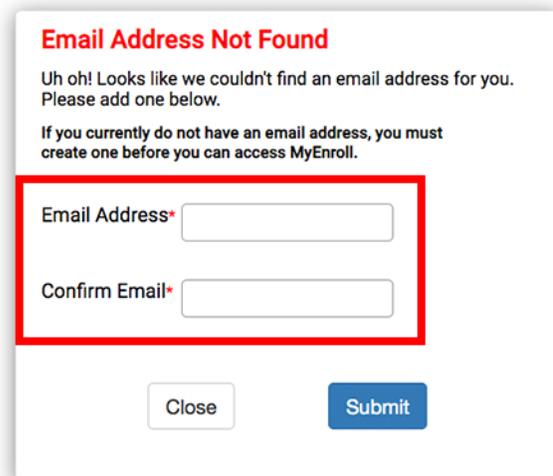
How to Obtain your User Name & Password (cont.)

If you do not know this email address click **I don't know the email address linked to my account** to identify yourself using your full social security number, your birth date, and your zip code. Verify that you are not a robot by clicking on the check mark box next to the reCAPTCHA.

Click **Submit** and your user name will be sent to your email address.

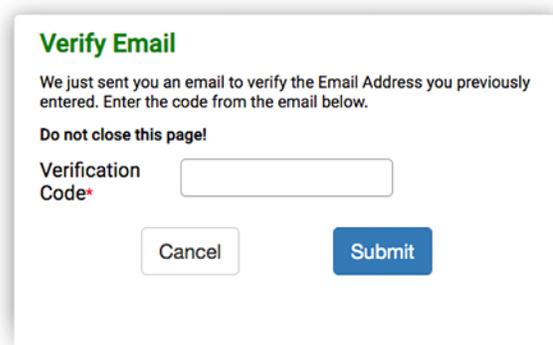


If no email is found on file for your account, you will be prompted to add one now. Input your email address in both dialogue boxes and then click **Submit**.



A verification code will be sent to your email. Check your email by opening up a new tab or window in your browser. Input that verification code and click **Submit**.

Once you have your user name, you will be able to request your password by clicking **Close** on the confirmation window and then choosing the **Password** radio option. You'll then be required to enter the user name and full email address.

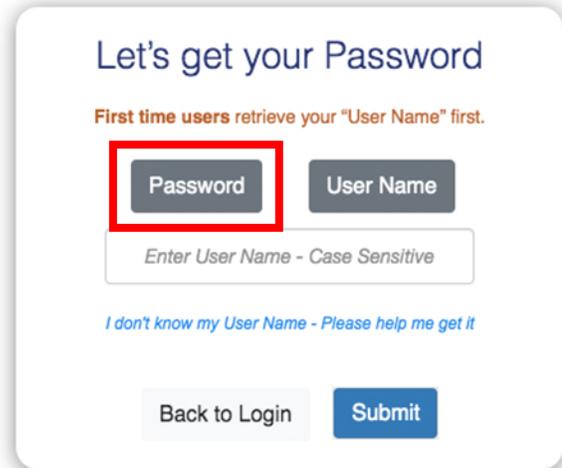


How to Obtain your User Name & Password (cont.)

In order to get your password, click on the **Password** button. Enter your user name in the dialogue and click **Submit**.

If we can locate a record for your user name, we will present the verified email address we have on file, we will ask you then to re-enter your email address. Once you click **Submit**, your temporary password will be emailed to the associated verified email address.

If you do not know your user name, click on **I don't know my User Name**. This will lead you to the process of obtaining your user name.



Let's get your Password

First time users retrieve your "User Name" first.

Password **User Name**

Enter User Name - Case Sensitive

[I don't know my User Name - Please help me get it](#)

[Back to Login](#) **Submit**