

How to retrieve a lost password:

STEP 1

Click "LOGIN"



STEP 2:

Select "I forgot my password."

Enter your primary email address; click "Next"

If you cannot remember what was selected as the primary e-mail address, select "I don't know what email I used for my user account." Enter any set of addresses that you might have used. Click "Find my user account"

Sign In Help

Let's get you signed in to NACADA

Select the situation that best applies to you.

I don't know what email I used for my user account.

I forgot my password.

I asked for sign in assistance, but never received the email.

Forgot my password

Please enter your email address, and/or user name, if different. Then click "Next" below.

We will use these pieces of identification to locate your NACADA record so we can get you logged in quickly and easily.

Email Address

User name or ID

Next

Sign In Help

Let's get you signed in to NACADA

Select the situation that best applies to you.

I don't know what email I used for my user account.

I forgot my password.

I asked for sign in assistance, but never received the email.

Look for the e-mail address used as the user name of your existing user account

You can give us up to 3 email addresses, so we can help you find which one was used to create your SMEP sign in.

- If we find that one of these email addresses exists in our records, we'll use it to send you your user name and a link to sign in with it.
- If we can't find any of the emails you enter, you can create a new quick access user account with the email of your choice.

Email Address

Second Email Address

Third Email Address

Find My User Account

STEP 3A: If your email was found in the system

If you do not have a secret question; click “Yes” to have an email sent with a link to STEP 4

If you do have a secret question, enter the answer to your question as well as the CAPTCHA phrase. Click “Next” to go to STEP 4

Sign In Help

No Secret Question

We were able to locate your user name/email address, but without a valid secret question in our system we can no longer proceed.

Do you want us to send your password in an email to the address on record for the user account we located for you?

Sign In Help

Forgot my Password

We have located your contact record and can get you logged into the system. First, we need to confirm that you are the person who belongs to this sign in.

Please answer the personalized question below:

What is your mothers maiden name?

[If you can't read the characters click here to generate a new image](#)

To confirm that you are really seeing this screen please type the characters you see in this image

STEP 3B: If your email was not found in the system, you will receive the following messages:

Sign In Help

Identification not valid

Try again with different identification

Create a new user

Select “Create a new use,” Click “Next” Complete the form and select “Create account and sign in”

Create New User Account

Please Complete all fields below to create your New User account.
We recommend the password to follow these criteria: at least length = 10, numeric characters = 1, upper case characters = 1, lower case characters = 1.

First Name

Middle Name

Last Name

E-mail

Please confirm email address

Web Login Name

Web Login Password

Type it again

Secret Question

Secret Answer

Address 1: Country/Region

Institution [ADD / CHANGE INSTITUTION](#)

Before creating your account please confirm that you are really seeing this screen, type the characters you see in this image.

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STEP 4:

Enter your new password. You may also create/change your secret question/answer if you would like. Click "Save Changes"

Change My Password

Congratulations! You are now logged into the NACADA website.

To make it easier to sign in next time, please change your password here before proceeding. You may also change your personalized question and answer at this time.

We recommend the password to follow these criteria: at least length = 10, numeric characters = 1, upper case characters = 1, lower case characters = 1.

Web Login Name	<input type="text"/>
Web Login Password	<input type="password"/>
Re-enter New Password	<input type="password"/>
Secret Question	<input type="text" value="Do not have a secret question"/>
Secret Answer	<input type="text"/>

Before resetting your password we just want to...



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Save Changes

Cancel