

Locating a Participant Username

If a participant has forgotten their username or is having difficulties logging in, you can retrieve their Username in the EMC.

Login to the EMC and select the event you would like to manage.

- Click on the *Customer Service* tab.
- Click Manage Participant, under the Related Actions menu.
- Scroll or Search for the Participant.
- Click Manage Participant.
- Locate the Username in the Summary box.
- Email the username directly to the Participant or verbally give it to them over the phone.



Alternatively, direct the Participant to the front end of the event website and instruct them to click the Login button. If this button is clicked with a blank or incorrect username and password it will give the user the option to retrieve their username or reset their password.

er login	
Existing user	Login assistance
Jser Name is required.	Forgot username?
* = Required fields	r orget doomante.
Username	Forgot password?
* Password:	
Keep me logged in. <u>What's this?</u>	
Submit	
<u>e your social media login</u> ∰In (1) ♥ ♥	
e you a new user? you haven't already registered, register online today.	

If the participant would like to change their username please contact digital@cancer.ca