

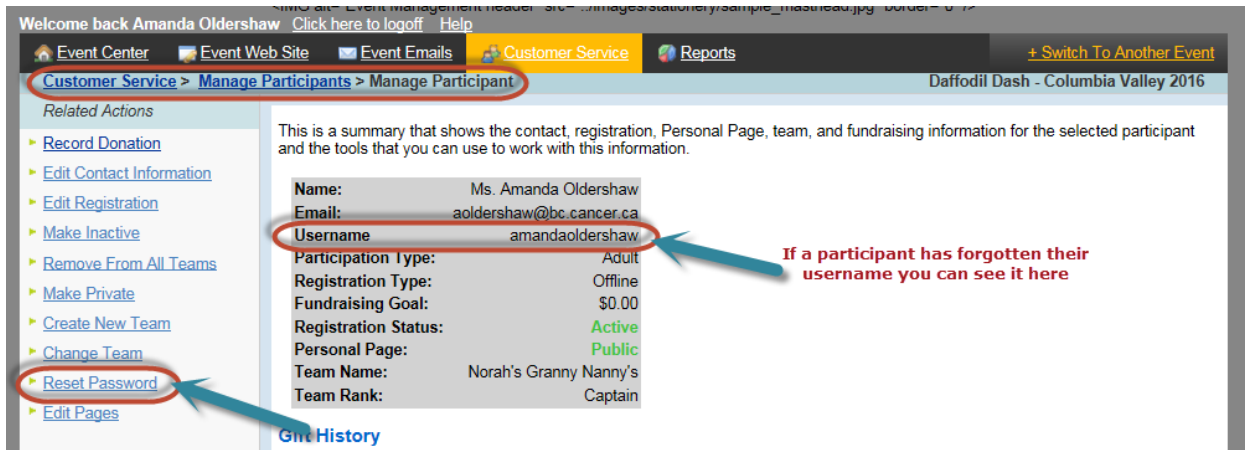


## Resetting a Participant Password

If a participant has forgotten their password or is having difficulties logging in, you can reset their password for them through 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**.
- Click **Reset Password**, under the Related Actions menu.
- Enter a new password for the participant and confirm it in the second box.
- Click **Finish**.
- Email the new password 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.

