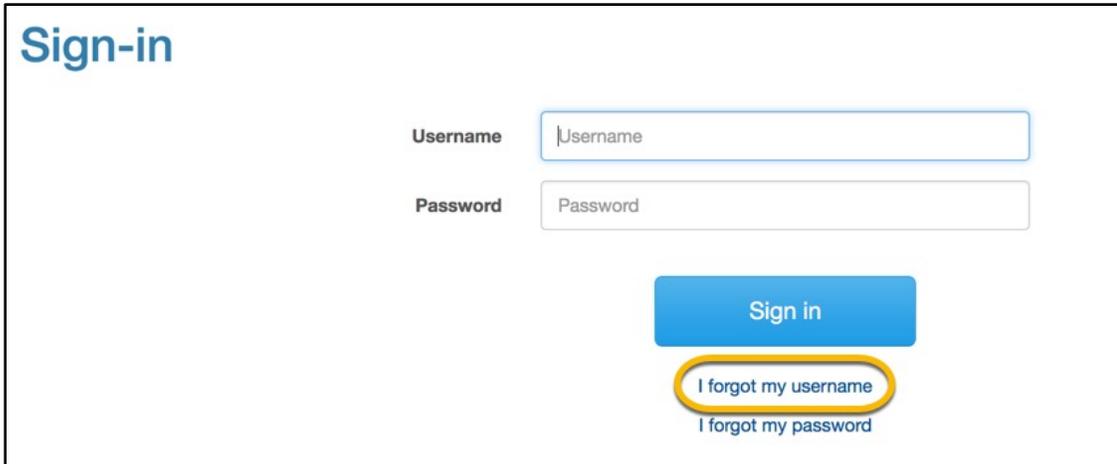


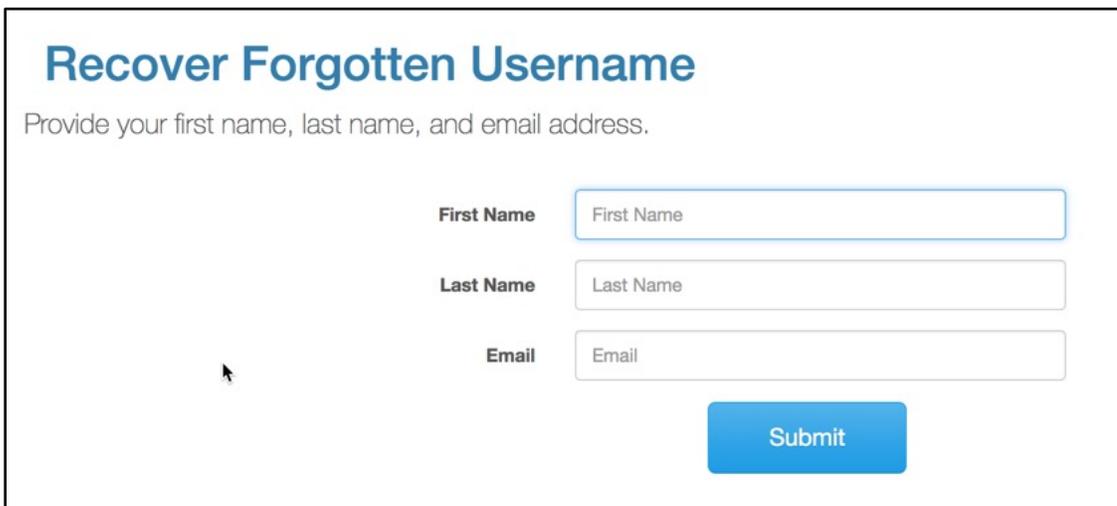
Recovering Your User Name

1. Click the “I forgot my user name” link on the Sign In page



The screenshot shows a 'Sign-in' form with two input fields: 'Username' and 'Password'. Below the fields is a blue 'Sign in' button. Underneath the button are two links: 'I forgot my username' (highlighted with a yellow oval) and 'I forgot my password'.

2. Enter your first name, last name and email address, then click the Submit button.

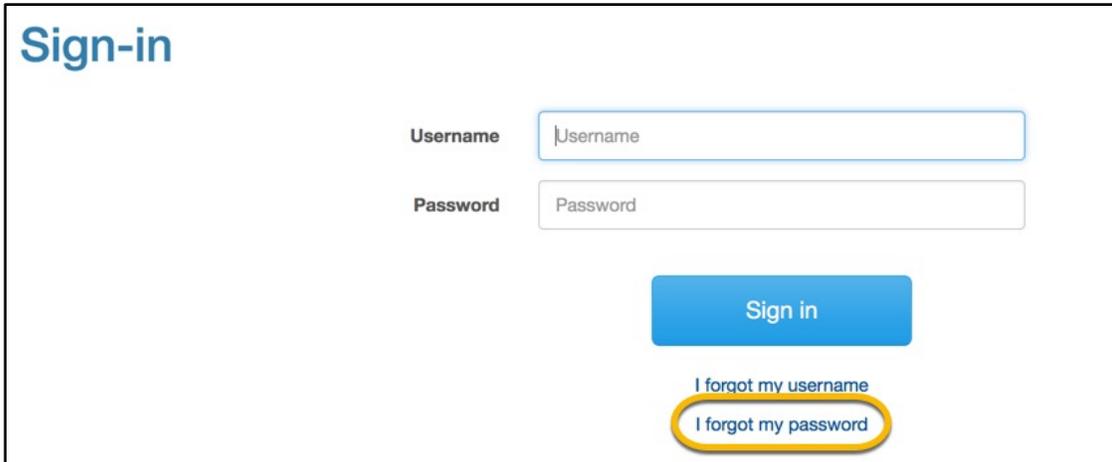


The screenshot shows a 'Recover Forgotten Username' page. It includes the heading 'Recover Forgotten Username' and the instruction 'Provide your first name, last name, and email address.' Below this are three input fields: 'First Name', 'Last Name', and 'Email'. A blue 'Submit' button is located at the bottom right of the form.

Your user name will be emailed to you.

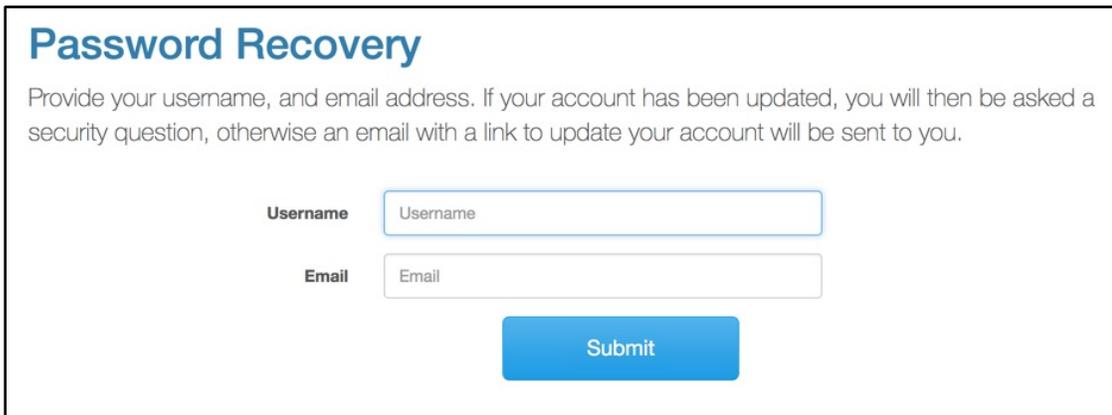
Resetting Your Password

1. Click the “I forgot my password” link on the Sign In page



The screenshot shows a 'Sign-in' page with a title 'Sign-in' in blue. Below the title are two input fields: 'Username' and 'Password'. Below the 'Password' field is a blue 'Sign in' button. Below the button are two links: 'I forgot my username' and 'I forgot my password'. The 'I forgot my password' link is highlighted with a yellow circle.

2. Enter your username and email address on the Password Recovery screen and click the Submit button.



The screenshot shows a 'Password Recovery' page with a title 'Password Recovery' in blue. Below the title is a paragraph: 'Provide your username, and email address. If your account has been updated, you will then be asked a security question, otherwise an email with a link to update your account will be sent to you.' Below the paragraph are two input fields: 'Username' and 'Email'. Below the 'Email' field is a blue 'Submit' button.

A password reset link will be emailed to you.