

## How to recover a forgotten Username or Password

**Purpose:** Many people come into the center and have forgotten their Username or Password. This lesson reviews what can be done to recover their Username or Password.

1. Go to FamilySearch.org
2. If they know their Username, but have forgotten their **password**, do the following:
  - A. Enter their Username in the Sign in window.
  - B. Click on the word **password** in the sentence “Forgot your Username or Password?”
  - C. A new window will be displayed. Enter your **Username** and the **characters** in the box.
  - D. Press the Continue button.
  - E. Another window is displayed giving a choice of recovering your password; Email or text. If you click on email, an email will be sent and another window is displayed stating that the email was sent.
  - F. After you have received the email and changed your password, you can click the **Sign in** button..
3. If they have forgotten their **Username**, in the **Sign In** window, they would click The word **username**, in the sentence, “Forgot your username or password?”
  - A. A window is displayed with various options for recovering your username
  - B. For example if you choose Email, it will ask for your email address.
    - a. An email is then sent to that email address.
    - b. If you chose the mobile Phone method, you would need to enter the phone number and a text message is sent.  
(Note: The email address or phone number has to have been linked to your account previously.)
  - C. If you choose the **Membership number** option,
    - a. you will need to enter your church membership number (It’s available on your Temple recommend) and your birth date.  
Then click the **Continue** button
    - b. A window will open showing you your username.
  - D. Once you have obtained your username, Click the Sign In button.

Note: If you are a church employee or a missionary, you have to use a different method..

