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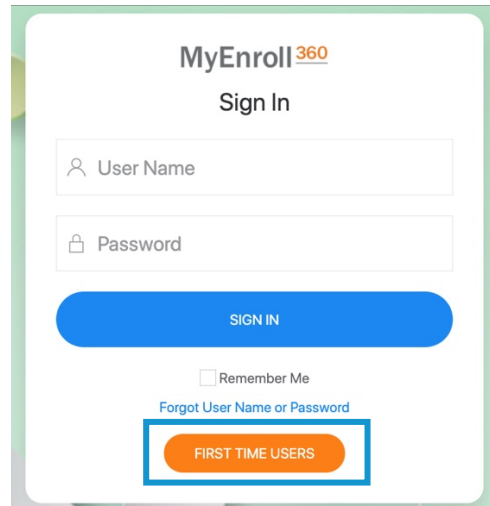
## How to Obtain your User Name & Password

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### First Time Users

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Click **"First Time User"**.



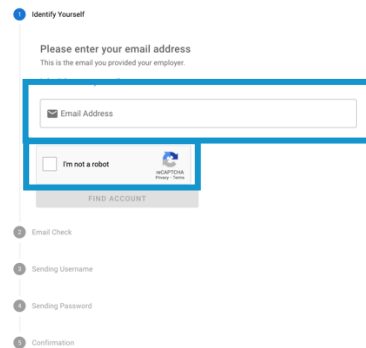
The image shows the MyEnroll 360 Sign In page. It features a white background with a light green border. At the top, it says "MyEnroll 360" and "Sign In". Below this are two input fields: "User Name" with a magnifying glass icon and "Password" with a lock icon. A blue "SIGN IN" button is positioned below the fields. Underneath the button is a "Remember Me" checkbox. A link for "Forgot User Name or Password" is located below the checkbox. At the bottom, there is an orange button labeled "FIRST TIME USERS" which is highlighted with a blue rectangular border.

Enter your email address & Click **"I'm not a robot"**.

Your User Name and Password will be sent to you via email.

### New User

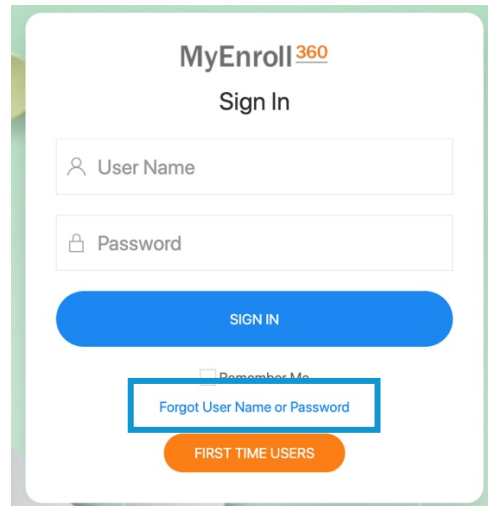
We're excited you're here! Let's get started by getting your login information.



The image shows the "New User" registration page. It has a white background with a light blue border. At the top, it says "New User" and "We're excited you're here! Let's get started by getting your login information." Below this is a progress indicator with four steps: "Identify Yourself" (selected), "Email Check", "Sending Username", "Sending Password", and "Confirmation". The "Identify Yourself" step contains the text "Please enter your email address" and "This is the email you provided your employer:". Below this is an "Email Address" input field with a blue border. Underneath the input field is a checkbox labeled "I'm not a robot" with a blue border, and a "CAPTCHA" icon. Below the checkbox is a "FIND ACCOUNT" button. The "Email Check" step is also visible in the progress indicator.

## How to Reset Your Password

Click **“Forgot User Name or Password”** on the MyEnroll<sup>360</sup> login page.

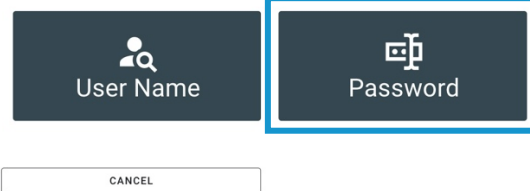


The image shows the MyEnroll<sup>360</sup> Sign In page. It features a white background with a blue header containing the MyEnroll<sup>360</sup> logo and the text "Sign In". Below the header are two input fields: "User Name" and "Password". A blue "SIGN IN" button is positioned below the input fields. Underneath the button is a "Remember Me" checkbox. A blue-bordered box highlights the "Forgot User Name or Password" link. At the bottom, there is an orange "FIRST TIME USERS" button.

Click **“Password”**.

Need some help?

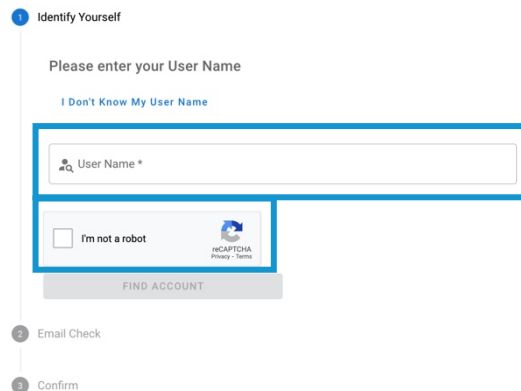
Choose what you need.



The image shows a "Need some help?" screen. It has a dark background with two buttons: "User Name" and "Password". The "Password" button is highlighted with a blue border. Below the buttons is a "CANCEL" button.

Enter your User Name & Click **“I’m not a robot”**.

Password Retrieval



The image shows the "Password Retrieval" process, starting with the "Identify Yourself" step. It features a white background with a blue header containing the text "Identify Yourself". Below the header is the text "Please enter your User Name" and a link "I Don't Know My User Name". A blue-bordered box highlights the "User Name \*" input field. Below the input field is a "I'm not a robot" checkbox and a reCAPTCHA logo. A "FIND ACCOUNT" button is positioned below the checkbox. The bottom of the screen shows a progress indicator with three steps: "1 Identify Yourself", "2 Email Check", and "3 Confirm".

Click **“Find Account”**.


### Password Retrieval

1 Identify Yourself

Please enter your User Name

[I Don't Know My User Name](#)

User Name \*

I'm not a robot 

**FIND ACCOUNT**

2 Email Check

3 Confirm

Copy the temporary password from your email account.

Click the **“Click Here to Login”** button in the password reset email.

Enter your temporary password.

Click **“Next”**.

Enter your new password twice.

Click **“Finish”**.

### Password Retrieval

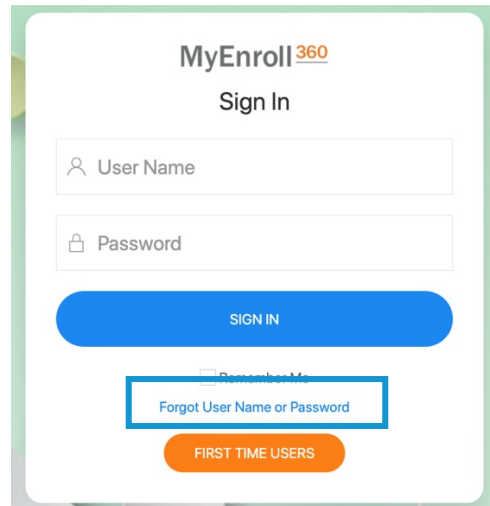
- 1 Identify Yourself
- 2 Email Check
- 3 Confirm

Your Password has been reset and sent to **JohnSmith@mail.com**. Please remember to check your "spam" or "junk" folder for this email. If you don't receive this email within 15 minutes, you may call our Client Services department at [1.800.945.5513](tel:18009455513) 8:30 AM - 5:00 PM Eastern Time.

[BACK TO LOGIN](#) [START OVER](#)

## How to Reset Your User Name

Click **“Forgot User Name or Password”** on the MyEnroll<sup>360</sup> login page.

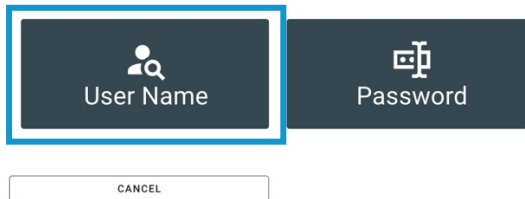


The image shows the MyEnroll<sup>360</sup> Sign In page. It features a search icon and a text input field for 'User Name', a lock icon and a text input field for 'Password', and a blue 'SIGN IN' button. Below the sign in button is a 'Remember Me' checkbox and a blue button labeled 'Forgot User Name or Password'. At the bottom is an orange button labeled 'FIRST TIME USERS'.

Click **“User Name”**.

Need some help?

Choose what you need.

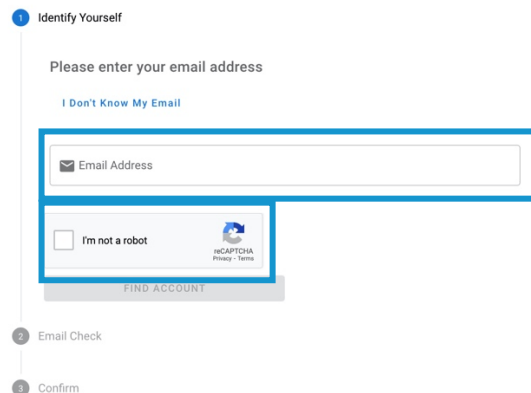


The image shows a help selection screen with two dark grey buttons: 'User Name' (with a person icon) and 'Password' (with a key icon). The 'User Name' button is highlighted with a blue border. Below the buttons is a 'CANCEL' button.

Enter your email address and click **“I’m not a robot”**.

If you don’t know which email address is associated with your user account, click **“I Don’t Know My Email”**.

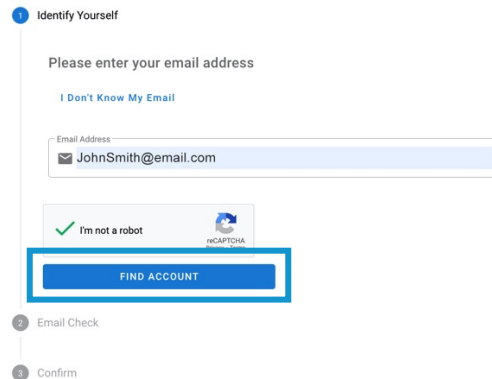
Username Retrieval



The image shows the 'Username Retrieval' process. It starts with a step indicator '1 Identify Yourself'. The text says 'Please enter your email address' and 'I Don't Know My Email'. There is an 'Email Address' input field with an envelope icon, highlighted with a blue border. Below it is an 'I'm not a robot' checkbox with a CAPTCHA icon and 'Privacy - Terms' link. A 'FIND ACCOUNT' button is at the bottom. A progress indicator on the left shows '2 Email Check' and '3 Confirm'.

Click **“Find Account”**.

### Username Retrieval

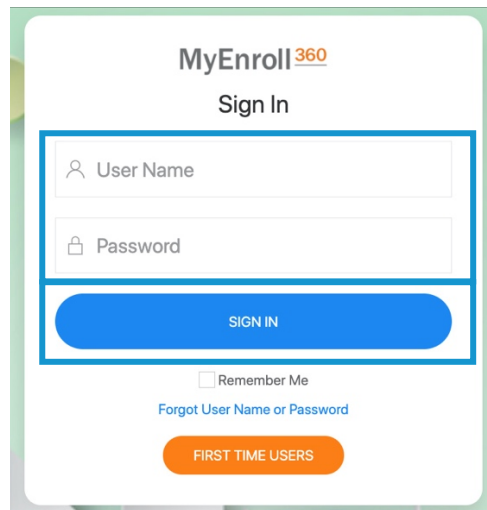


The screenshot shows the 'Identify Yourself' step of the Username Retrieval process. It includes a text prompt 'Please enter your email address', a link for 'I Don't Know My Email', an email address input field containing 'JohnSmith@email.com', a CAPTCHA verification area with 'I'm not a robot' and 'reCAPTCHA' logos, and a blue 'FIND ACCOUNT' button highlighted with a red box. Below this are steps '2 Email Check' and '3 Confirm'.

Your email will be delivered to the email address associated with your user record.

Return to the MyEnroll<sup>360</sup> login page and enter your User Name and Password.

Click **“Sign In”**.



The screenshot shows the MyEnroll<sup>360</sup> Sign In page. It features the MyEnroll<sup>360</sup> logo and 'Sign In' heading. There are two input fields: 'User Name' and 'Password'. A blue 'SIGN IN' button is highlighted with a red box. Below the button are a 'Remember Me' checkbox, a 'Forgot User Name or Password' link, and a 'FIRST TIME USERS' button.