

Forgot Username or Password

A forgotten username or password can be easily recovered by inputting the original email address used during registration. We will send you an email with a hyperlink to reset your password.

Instructions

To locate a forgotten username or password on the www.oc-cf.org website:

1. Click **Donor Login** at the top of the page
 - **Welcome OCCF Donors!** login page appears
2. Click **Forgotten password**
 - Input email address used when first registered
 - Click **Submit**

Success! An email has been sent to you that includes your username and a link to your password

3. Please completely close the browser session you are using including all tabs (Ex. Internet Explorer, Google Chrome, Firefox)
4. Click **the link sent in the email**. If you do not receive an email from help@oc-cf.org, please check your spam folder. If you do not see the email in your spam folder, you may email help@oc-cf.org directly for assistance with logging into OCCF's website.

Password Requirements:

The password must be at least 12 characters in length and must contain at least one numeric, one special character (such as \$, # %,*) and one lowercase letter or one uppercase letter. The password cannot contain your name(s), user name or organization name in any text direction.

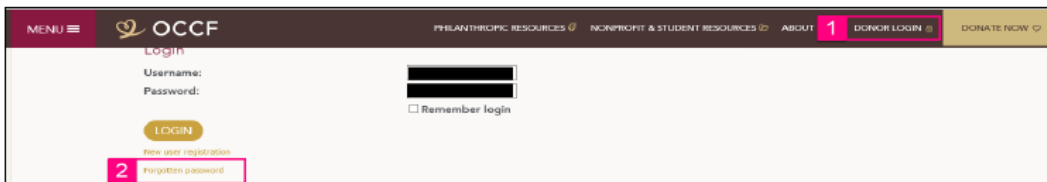


Figure 1: Forgot password

