

---

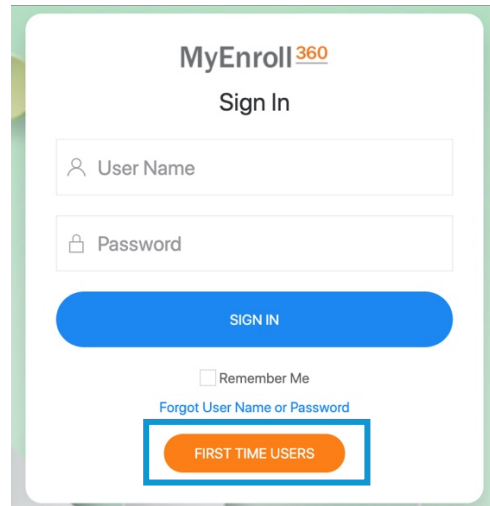
## How to Obtain your User Name & Password

---

### First Time Users

---

Click **"First Time User"**.



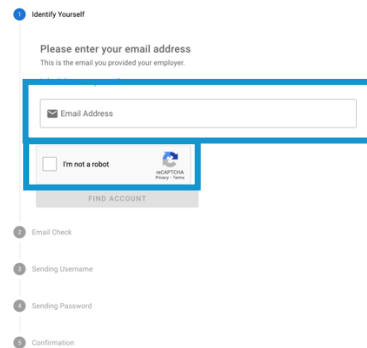
The image shows the MyEnroll 360 Sign In page. It features a white background with a light green border. At the top, it says "MyEnroll 360" and "Sign In". Below this are two input fields: "User Name" with a magnifying glass icon and "Password" with a lock icon. A blue "SIGN IN" button is positioned below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

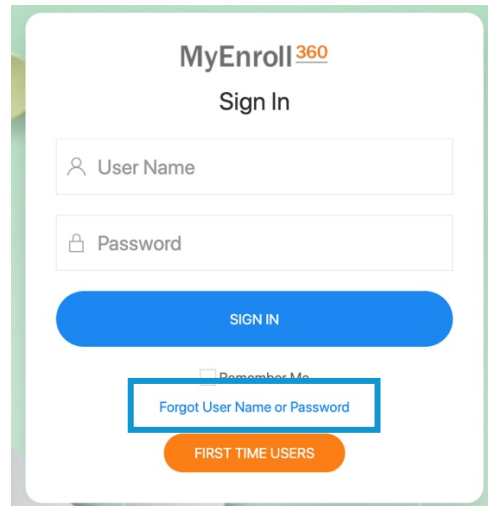
We're excited you're here! Let's get started by getting your login information.



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" (highlighted with a blue circle), "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 "reCAPTCHA" logo. Below the checkbox is a "FIND ACCOUNT" button. The "Email Check" step is the next step in the process.

## How to Reset Your Password

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

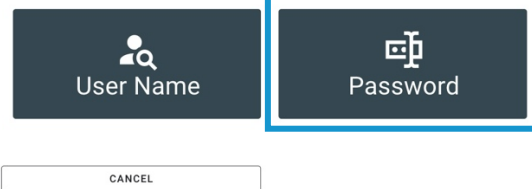


The image shows the MyEnroll 360 Sign In page. It features a white background with a blue header containing the MyEnroll 360 logo. Below the header, there are two input fields: "User Name" and "Password". A blue "SIGN IN" button is positioned below the input fields. Underneath the button, there is a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

Click **“Password”**.

Need some help?

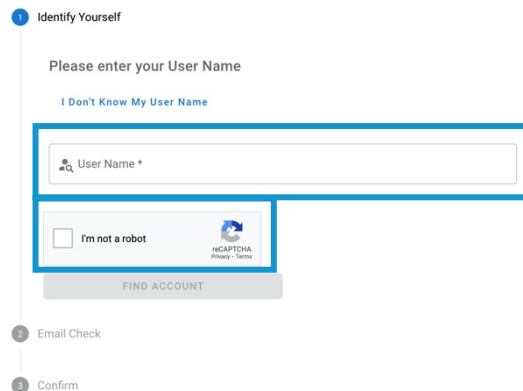
Choose what you need.



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

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


Password Retrieval



The image shows the "Password Retrieval" screen, specifically the "Identify Yourself" step. It has a white background with a blue header containing the text "1 Identify Yourself". Below the header, there is a text prompt "Please enter your User Name" and a link "I Don't Know My User Name". A white input field labeled "User Name \*" is highlighted with a blue border. Below the input field, there is a checkbox labeled "I'm not a robot" and a reCAPTCHA logo. At the bottom, there is a grey "FIND ACCOUNT" button. On the left side, there are three numbered steps: "1 Identify Yourself", "2 Email Check", and "3 Confirm".

Click **“Find Account”**.

### Password Retrieval



The screenshot shows the first step of a three-step process. A vertical progress bar on the left has a blue circle with the number '1' next to 'Identify Yourself'. Below this, the text 'Please enter your User Name' is displayed. A link 'I Don't Know My User Name' is present. A text input field contains 'JSmith'. Below the input field is a CAPTCHA area with a green checkmark, the text 'I'm not a robot', and the CAPTCHA logo. A blue button labeled 'FIND ACCOUNT' is highlighted with a red rectangle. Below the CAPTCHA area, the progress bar continues with '2 Email Check' and '3 Confirm'.

Copy the temporary password from your email account.

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

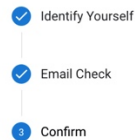
Enter your temporary password.

Click **“Next”**.

Enter your new password twice.

Click **“Finish”**.

### Password Retrieval

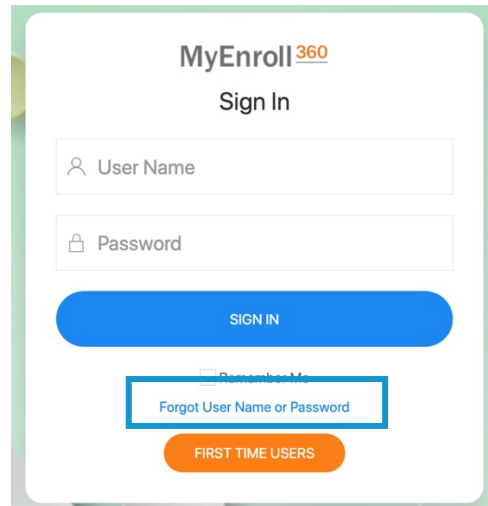
- 
- The screenshot shows the third step of a three-step process. A vertical progress bar on the left has blue checkmarks next to 'Identify Yourself' and 'Email Check', and a blue circle with the number '3' next to 'Confirm'.

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.

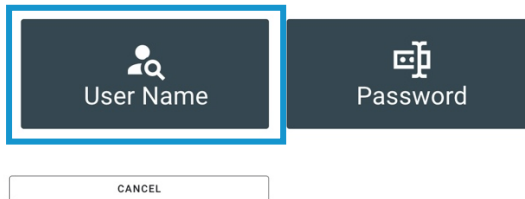


The image shows the MyEnroll<sup>360</sup> Sign In page. It features a search icon and a text input field for 'User Name', a lock icon and a text input field for 'Password', a blue 'SIGN IN' button, a 'Remember Me' checkbox, a blue-bordered button labeled 'Forgot User Name or Password', and an orange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

Click **“User Name”**.

Need some help?

Choose what you need.

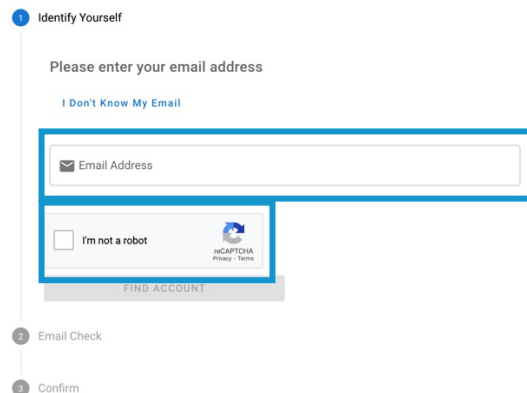


The image shows a selection screen with two dark grey buttons: 'User Name' (with a person icon) and 'Password' (with a key icon). The 'User Name' button is highlighted with a blue border. Below the buttons is a 'CANCEL' button.

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”**. **This option is NOT available for Administrators, only employees.**

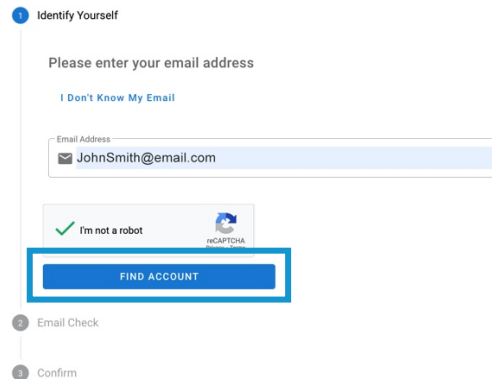
Username Retrieval



The image shows the 'Username Retrieval' process. It starts with a progress indicator for '1 Identify Yourself'. The main instruction is 'Please enter your email address'. Below this is a link 'I Don't Know My Email'. A text input field for 'Email Address' is highlighted with a blue border. Below the input field is a checkbox labeled 'I'm not a robot' next to a CAPTCHA icon and the text 'iCAPTCHA Privacy - Terms'. A 'FIND ACCOUNT' button is located below the CAPTCHA. At the bottom, there are two more steps in the progress indicator: '2 Email Check' and '3 Confirm'.

Click **“Find Account”**.

### Username Retrieval




1 Identify Yourself

Please enter your email address

[I Don't Know My Email](#)

Email Address

JohnSmith@email.com

I'm not a robot 

**FIND ACCOUNT**

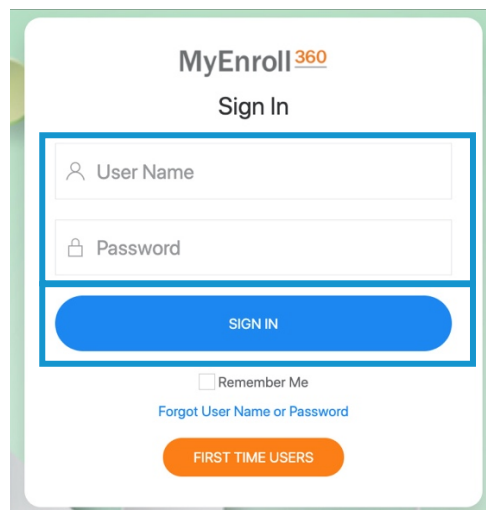
2 Email Check

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”**.



MyEnroll<sup>360</sup>

### Sign In

User Name

Password

**SIGN IN**

Remember Me

[Forgot User Name or Password](#)

**FIRST TIME USERS**