

“CHEATSHEET” WHEN FORGETTING YOUR PASSWORD!

(See instructions below)

If you need further help, just let us know.

Step 1. On the login page there is a link to click, “Forgot Your Password”?

B&S
Brown & Sænger **online**²

Currently logged in

[Home](#) [My Account](#) [My Orders](#) [Shopping](#) [Featured Items](#)

QuickSearch

Go
[Try Advanced Search](#)

QuickOrder
Shop

MyAccount
Saved Orders: 0
Order History
Log Out
Edit Profile **Help**

MyShoppingCart
0 Items in Cart
Subtotal: **\$0.00**

Log In

Default Login Page Text
Required fields have **red labels** and an asterisk.

User Name *

Password * [Forgot your password?](#)

Log In

[New User?](#)

I want to request that an account be set up by email.

Step 2. Enter your user name and click on Go.

Step 3 on the Next Page...

QuickSearch

Home My Account My Orders Shopping Featured Items

Forgot Your Password?

To receive your new password by email you will need to enter your user name below and answer a security question on the following page. A new random password will then be sent to you by email. Please use the new password to login and then you will be prompted to change the password to one that you can remember. If you do not recall or have not setup your security question then please contact **customer support**.

If you do not have a user name and password, please **create an account**.

User Name *

Go

Step 3. Answer the Security Question. When we first set up your account, we use the security question, "What is your favorite color"? The answer is always "Blue". You can change your security question and password anytime you like after you login. Go to the top of the toolbar and click on "My Account" & then click on "Update my Information".

QuickSearch

Home My Account My Orders Shopping Featured Items

Forgot Your Password?

To receive your new password by email you will need to answer the security question correctly answered the security question a new random password will be sent to you the new password to login and then you will be prompted to change the password to remember. If you do not recall or have not setup your security question then please **support**.

User Name: SDTEST

Question: What is your favorite color?

Answer:

For birthdate, use mm/dd/yyyy

Go

Step 4 Continued on Next Page.....

Step 4. It will show you that the password has been sent.

QuickSearch



Go

Try Advanced Search

QuickOrder

[Home](#) [My Account](#) [My Orders](#) [Shopping](#) [Features](#)

Your password has been sent to you.

Step 5. An email will arrive giving you the information needed. Hope this helps you out!

Your account has been reset.

contactus@brown-saenger.com

To: Deb Gunderson

Holly Rilling,

Your password to the site <http://www.ecinteractive.com/3235> has been reset as requested.

Password: [H:(Q?m1Lqng8S

To use your new password and access the web site, please click the link to the site above or paste this link into your browser. In some browsers it may be easier to copy and paste the new password instead of typing it.

- Highlight the password and then using Ctrl-C to copy it or right click the highlighted password and select copy from the menu.
- Then at the login prompt on the site in the Password field use Ctrl-V to paste or right click and choose paste from the menu.

If you did not ask to reset this password or have any issue using the new password please contact <http://www.ecinteractive.com/3235/ContactPage.aspx>.

Thank you,
Brown & Saenger