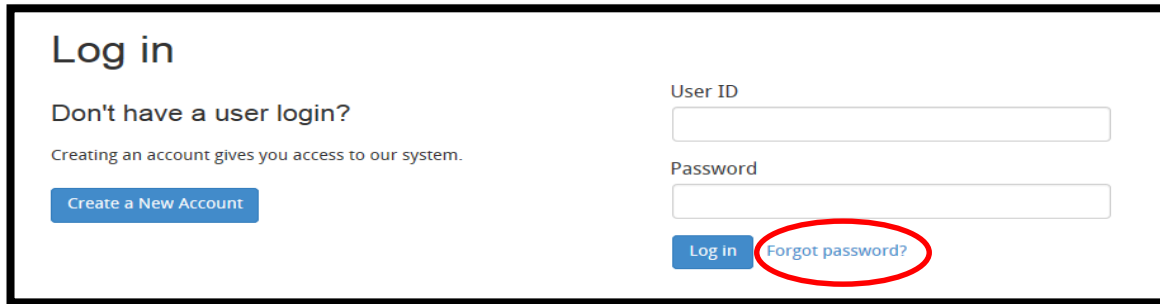


## FORGOT PASSWORD

Go to the Login page, click on forgot password. (Hint: The login page can be accessed from <https://ocps.samaritan.com> → Login)

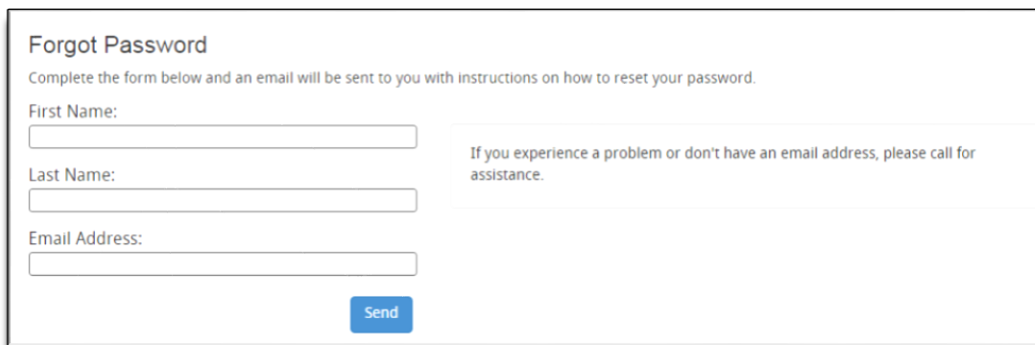


The screenshot shows a login interface with the following elements:

- Log in** header
- Text: "Don't have a user login? Creating an account gives you access to our system."
- Button: "Create a New Account"
- Form fields: "User ID" and "Password"
- Buttons: "Log in" and "Forgot password?" (circled in red)

**Complete** "Forgot Password" form and **new password** will be emailed to you.

**Note:** Previously registered volunteers, if you have never retrieved your password this school year, your **password will be sent to your last updated email** you provided in the old volunteer management system.



The "Forgot Password" form includes the following fields and instructions:

- Header: "Forgot Password"
- Instruction: "Complete the form below and an email will be sent to you with instructions on how to reset your password."
- Form fields: "First Name:", "Last Name:", and "Email Address:"
- Text: "If you experience a problem or don't have an email address, please call for assistance."
- Button: "Send"

**Frequent Password Issues:** (Call the Community Resources Office for Assistance)

- *Name Problem* - Volunteers **do not remember** if they **registered** using their full, partial, maiden or combined **names**.
- *Character Problem* - An **extra space** or character is included in the name; therefore record cannot be found.
- *Email Address Problem* – Volunteers do not remember what email they registered with last year and/or their **email is typed wrong**.

**Call the Community Resources office at 407-317-3323 for assistance.**