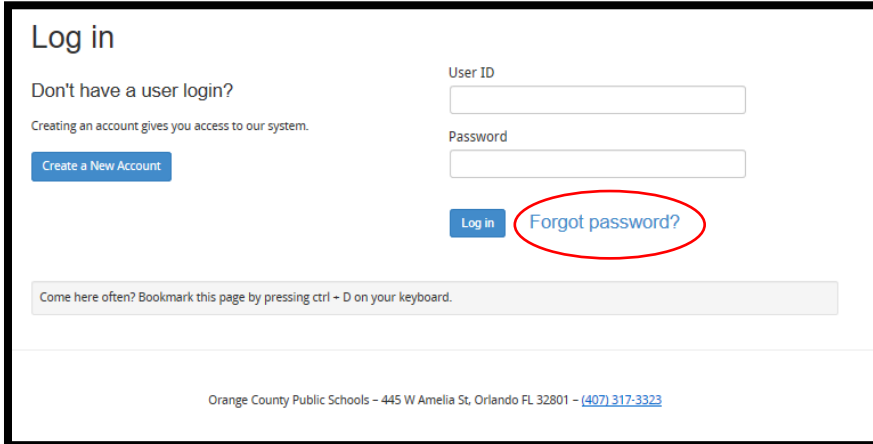


FORGOT PASSWORD or USERNAME

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 page with the following elements:

- Header: "Log in"
- Text: "Don't have a user login?"
- Text: "Creating an account gives you access to our system."
- Text: "User ID" with an input field.
- Text: "Password" with an input field.
- Buttons: "Create a New Account", "Log in", and "Forgot password?" (circled in red).
- Text: "Come here often? Bookmark this page by pressing ctrl + D on your keyboard."
- Footer: "Orange County Public Schools - 445 W Amelia St, Orlando FL 32801 - (407) 317-3323"

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



The screenshot shows the "Reset Your Password" form with the following elements:

- Header: "Reset Your Password"
- Text: "Please enter your information in the box provided and click 'Next'. Requested information will be emailed to you."
- Text: "First Name:" with an input field.
- Text: "Last Name:" with an input field.
- Text: "Postal Code:" with an input field.
- Text: "Date of Birth:" with an input field.
- Radio buttons: "Recover Username" (unchecked) and "Reset my Password" (checked) (both circled in red).
- Text: "Next" button.
- Text: "If you experience a problem or don't have an email address, please call for assistance."

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.

Frequent Password Issues:

- **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**.