

Companies Online - Login Issues

Use the links on the login page to retrieve your username and/or password as you may have greater online access granted with your existing username.

[Forgot Username](#)


[Forgot Password](#)

[Account is Locked](#)

Important - If your forgot Username and Password - Follow the instructions to get your username first. Once you have your username, follow the instructions to reset your password.

FORGOT USERNAME


- Click on the **Forgot Username** link located on the login page.

- Enter your email address (the email address must be linked to the account).
- Enter the Word Verification (Captcha) and click on the Send Username button. If you can't read the Word Verification, click on the refresh button  to generate a new one.
- You will receive an email containing your Username.

- The email may contain multiple usernames if you created more than one account in the past. You only need one account so you may choose one of the usernames to use for all transactions in the future.

FORGOT PASSWORD

- Click on the **Forgot Your Password** link located on the login page.

- Enter your Username and email address (the email address must be linked to the account).
- Enter the Word Verification (Captcha) and click on the Reset Password button. If you can't read the Word Verification, click on the refresh button  to generate a new one.

- You will receive an email containing a temporary password.
- Copy the password (not including any punctuation at the end).
- Return to the login page and enter your username and temporary password.
- You will be prompted to enter:
 - Current/Temporary password again
 - New Password
 - Confirm the new password
- Please review the password requirements displayed (i.e. length, letters, numbers, special characters, etc.).

ACCOUNT IS LOCKED

If you have entered your password wrong 5 times in a row, your account will be locked for one hour. Please re-try in an hour.