

How to Use Forgot Login

The **Forgot Login** allows a user to retrieve their username or password in case they forgot it.



SMTP Email Settings on Company Configuration should first be configured. See [How to Setup SMTP Email Settings](#)

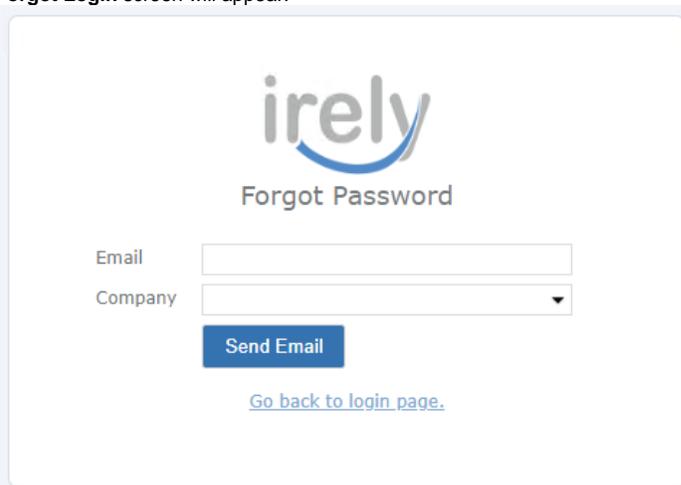
Here are the steps on how to use the **Forgot Login**:

1. Go to i21 site. Log in screen will be displayed.
2. Click the **Forgot your password?** link

A snippet of a login form showing a blue 'Login' button, a checkbox labeled 'Remember me', and a link 'Forgot your password? Click here.' with a mouse cursor pointing to it.

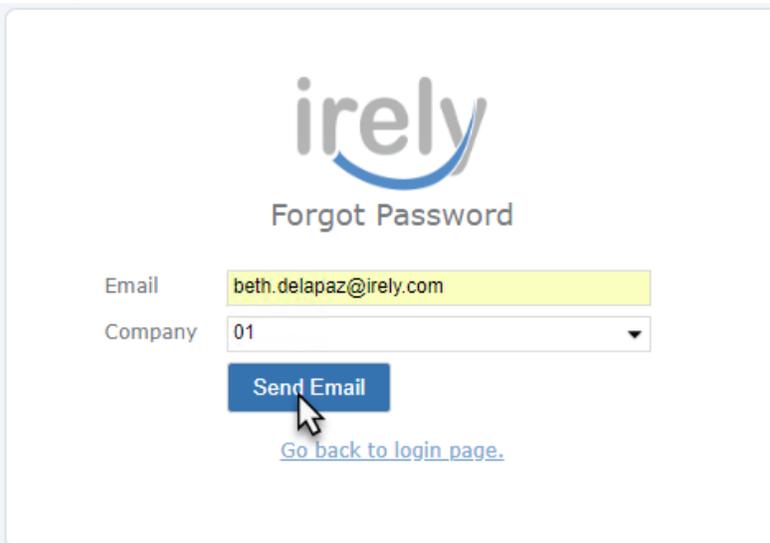
Forgot your password? [Click here.](#)

Forgot Login screen will appear:

A screenshot of the 'Forgot Password' screen. It features the 'irely' logo at the top, followed by the text 'Forgot Password'. Below this are two input fields: 'Email' and 'Company'. The 'Company' field is a dropdown menu. A blue 'Send Email' button is positioned below the input fields. At the bottom, there is a link that says 'Go back to login page.'.

3. Select the Company and enter the Email Address:

4. Click the **Send Email** toolbar button:



irely
Forgot Password

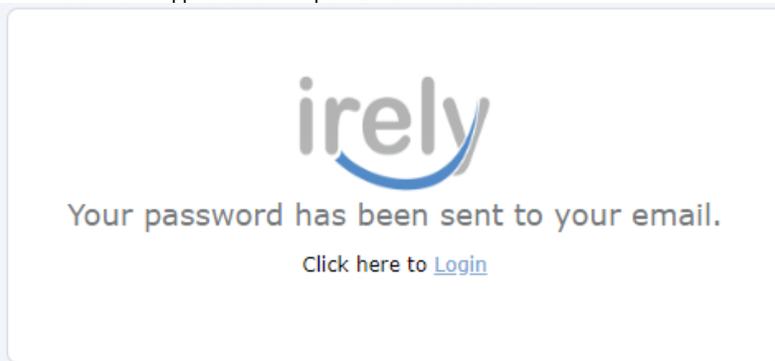
Email

Company

[Send Email](#)

[Go back to login page.](#)

A confirmation will appear when the password has been sent.

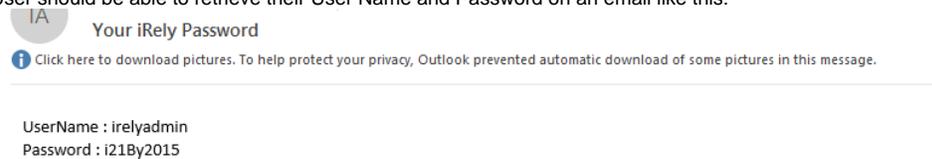


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Your password has been sent to your email.

[Click here to Login](#)

5. User should be able to retrieve their User Name and Password on an email like this:



Note that if a user has multiple accounts linked to an email, each account credentials will be sent to the email address.