

How to Use Forgot Login

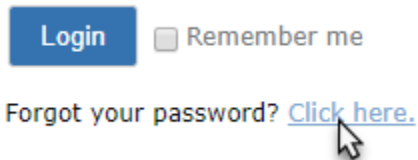
The **Forgot Login** allows a user to retrieve their username or password in case they forgot it.



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**:

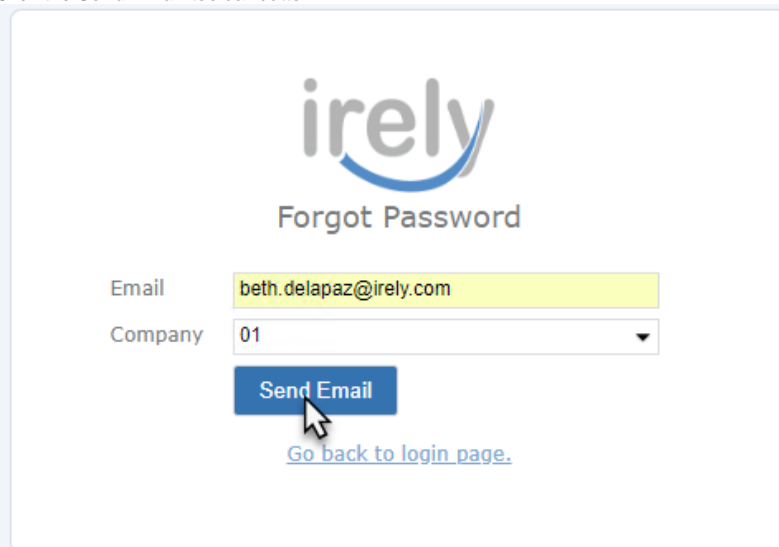
1. Go to i21 site. Log in screen will be displayed.
2. Click the **Forgot your password?** link



Forgot Login screen will appear:

3. Select the Company and enter the Email Address:

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



irely

Forgot Password

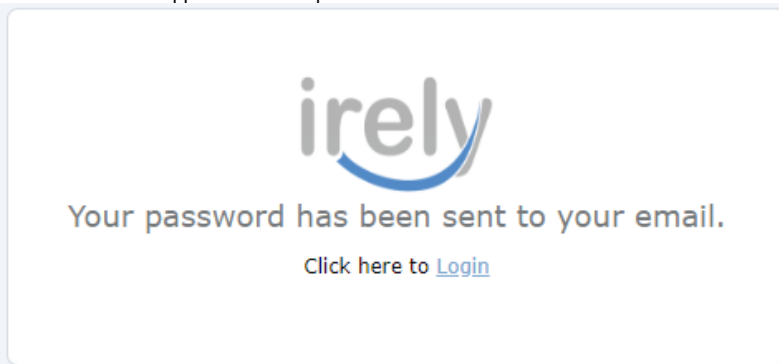
Email

Company

[Send Email](#)

[Go back to login page.](#)

A confirmation will appear when the password has been sent.

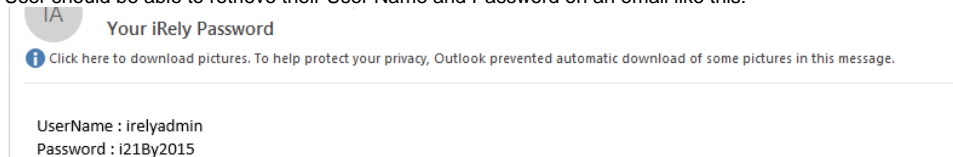


irely

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.