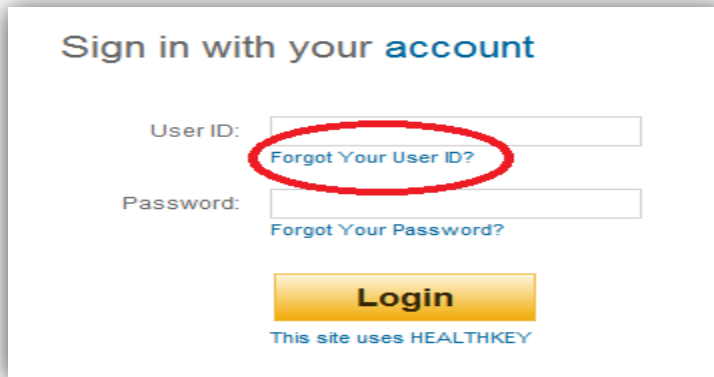


# If you cannot remember your user id on our website

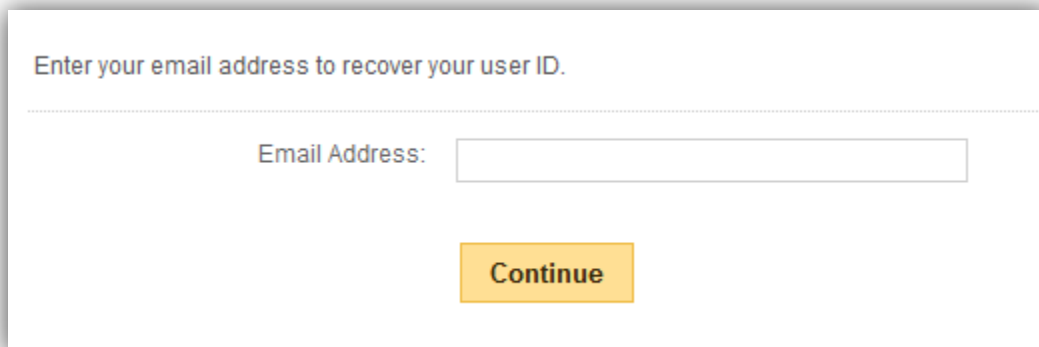
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1. Click on **Forgot your User ID**



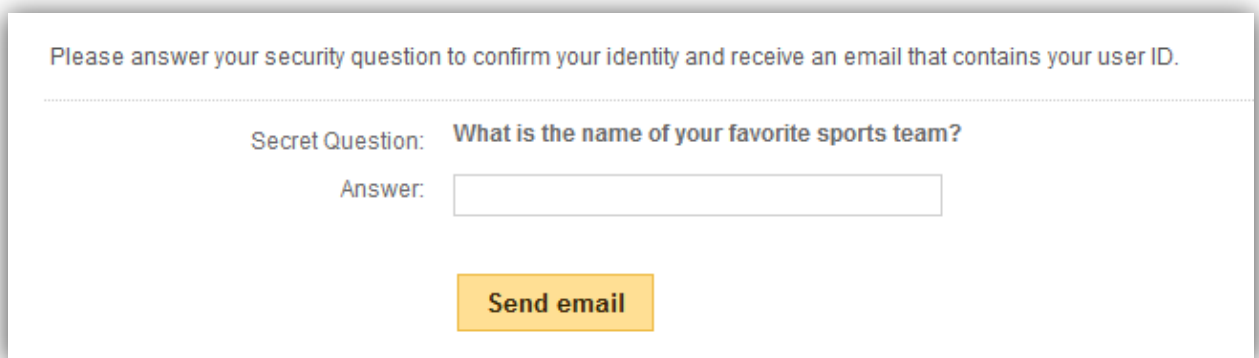
The screenshot shows a login form titled "Sign in with your account". It has two input fields: "User ID:" and "Password:". Below the "User ID:" field is a blue link "Forgot Your User ID?" which is circled in red. Below the "Password:" field is a blue link "Forgot Your Password?". At the bottom of the form is a yellow "Login" button and the text "This site uses HEALTHKEY".

2. Enter the **email address** you used when you created the account



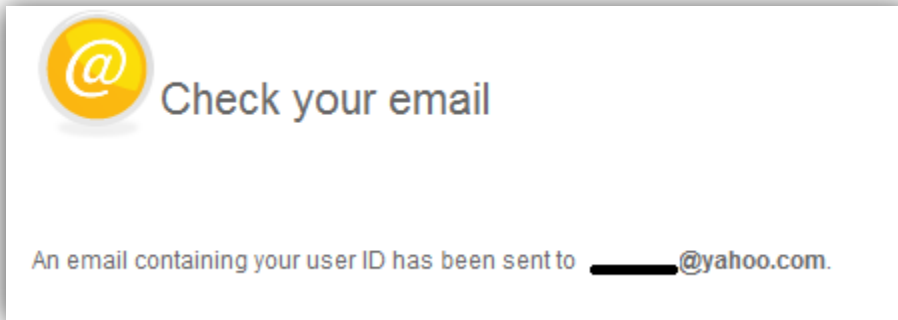
The screenshot shows a page titled "Enter your email address to recover your user ID." Below the title is a dotted line and an "Email Address:" label followed by an empty text input field. At the bottom of the form is a yellow "Continue" button.

3. Enter the answer to your **secret question** that you created during registration



The screenshot shows a page titled "Please answer your security question to confirm your identity and receive an email that contains your user ID." Below the title is a dotted line and a "Secret Question:" label followed by the text "What is the name of your favorite sports team?". Below that is an "Answer:" label followed by an empty text input field. At the bottom of the form is a yellow "Send email" button.

4. You will receive a confirmation message



5. You will soon receive an email with your User ID

