

## Forgot Password



*The Registry requires you to log in to your account with your email address and a secure password. If you forget your password, this guide will help you create a new password.*

*If you forget your email or aren't sure if you have ever created a Registry Account, please call our office **(608) 222-1123** to check if you have an existing account.*

### STEP 1: Use the Forgot Password tool

A screenshot of the 'The Registry' login page. On the left is the logo with the text 'The Registry' and 'Powered by INSIGHT'. On the right are input fields for 'Email Address' and 'Password'. Below the password field is a 'Remember me' checkbox. A large red 'Login' button is at the bottom right. A blue circle with the number '1' points to the 'Email Address' field. A blue circle with the number '2' points to the 'Forgot Password?' link located below the 'Login' button. A 'Create Account' link is also visible at the bottom right.

1 Email Address

Password

☐ Remember me

➔ Login

2 Forgot Password? [Create Account](#)

Access the Forgot Password tool on The Registry [login page](#):

1. Enter the email address you used to create your Registry account. If you are unsure, please [contact](#) The Registry.
2. Click **FORGOT PASSWORD?**.

A screenshot of a 'Forgot Password?' modal window. It has a title bar with a lock icon and a close button. The main text asks the user to enter their email address to reset their password. There is an 'Email Address' input field containing 'janewisconsin@email.net'. A blue circle with the number '3' points to this field. At the bottom is a large red 'Submit' button. A blue circle with the number '4' points to this button.

🔒 Forgot Password? ✕

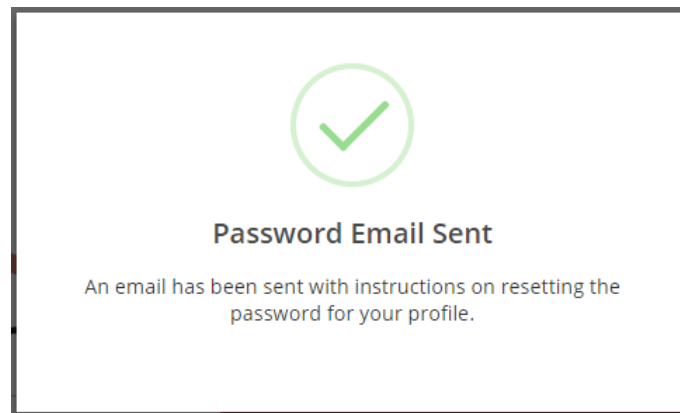
Enter the email address for the account you would like to reset the password for.

Email Address

3 janewisconsin@email.net

4 Submit

3. Make sure the email listed here is correct.
4. Click on the **SUBMIT** button. You will see a confirmation box appear (see below).



### STEP 3: Check Your Email

1

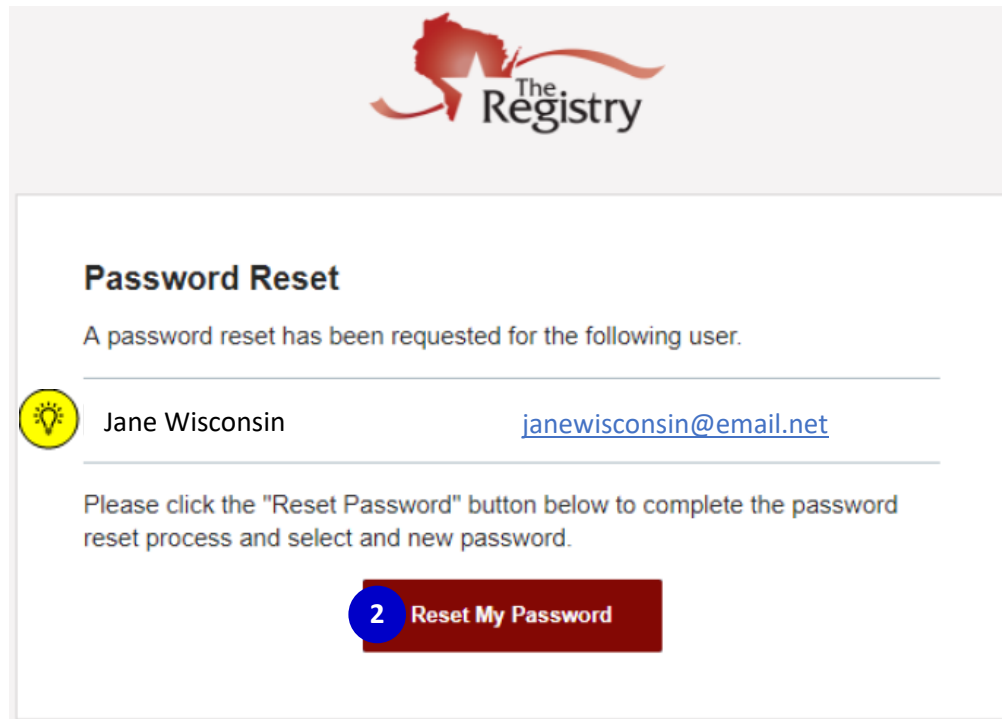
[support@the-registry.org](mailto:support@the-registry.org)    **Insight Password Reset** - Password Reset A password reset has been requested for the following user.

1. Log in to your email account. Open the email from [support@the-registry.org](mailto:support@the-registry.org)



If you don't see this email in your inbox:

- Check your spam/junk folder.
- Make sure our email address ([support@the-registry.org](mailto:support@the-registry.org)) is not blocked and that you receive emails from this address.
- [Contact](#) The Registry for support.



**2. Click RESET MY PASSWORD**



*If the name listed in this email is not your own, please call our office to confirm that the email you chose is not already in use by another account.*

## STEP 5: Reset Your Password

### Reset Password

1

2

3 **Reset Password**



#### Password Requirements

Valid passwords must consist of the following:

- Minimum of 7 characters
- At least three of the following: uppercase letter, lowercase letter, number, or symbol

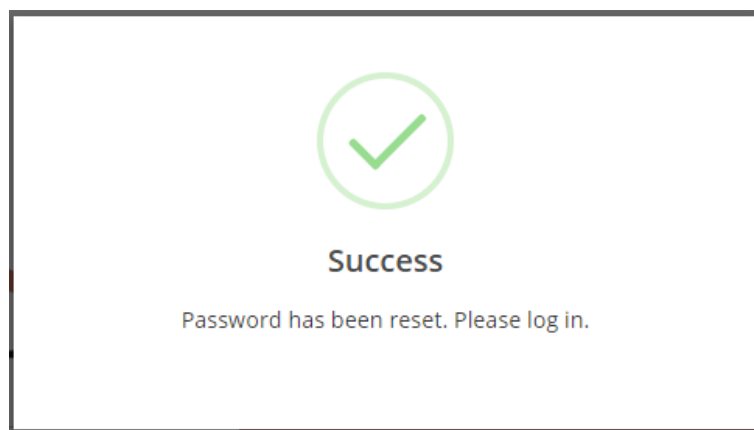
❗ Special characters such as '&' or '!' are encouraged but not required.

1. Enter a new password.





*Be sure to review the listed **Password Requirements** to make a strong password. Please note your password is case-sensitive.*

2. Re-type your new password.
3. Click **RESET PASSWORD**. You will see a confirmation box appear (see below).



## STEP 6: Log In



Powered by  INSIGHT

Email Address

Password

☐ Remember me

**2** Login

[Forgot Password?](#) [Create Account](#)

1. Enter your email address and password.
2. Click **LOGIN**.