

Database Lost Password



Contents

- Slide 4 Discussion
- Slide 5 Sign In/ Sign Up
- Slide 6 After the Click
- Slide 7 The Email
- Slide 8 The Text

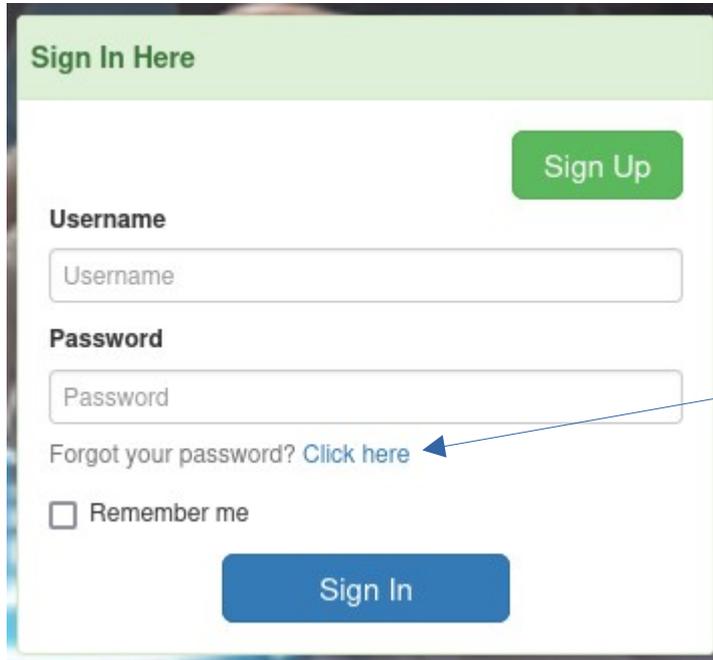
Contents

- Slide 9 Link Pasted
- Slide 10 Password Change Page
- Slide 11 Happy Ending

Discussion

- When using any of the Ratsupport.com Applications that use a Database created using the AppGini program there will be an ability to change your lost password.
- Lost passwords are a fact of life and one needs to know how to recover this problem.

Sign In/Sign Up



Sign In Here

Sign Up

Username

Username

Password

Password

Forgot your password? [Click here](#)

Remember me

Sign In

In the Sign In/Sign Up window you can either Sign Up for use of the application or you can Sign In to the application.

If you have signed up and been approved and lost or don't know your password then you can request the ability to enter a new password. By left clicking the Click here link you will be sent an email with information on how to enter a new password.

Please make sure you have support@ratsupport.com address entered into your address book of your email client.

After the Click



An email with password reset instructions has been sent to your registered email address. Please follow the instructions in that email message.

If you don't receive this email within 5 minutes, try resetting your password again, and make sure you enter a correct username or email address.

This message should show up in your browser after clicking the Click here link.

If you don't get an email within 5 min, it means one of two things. You do not know your Username or email address at Sign Up Or you do not have support@ratsupport.com in your address book and the instruction email went into your junk (Spam) filter of your email client.

Please Check There.

The Email

Subject	 Correspondents	 Date
Password reset instructions	 → Richard C Anderson	 07:03

In this presentation I used Thunderbird (my email client) to get the email and the header looks like this.

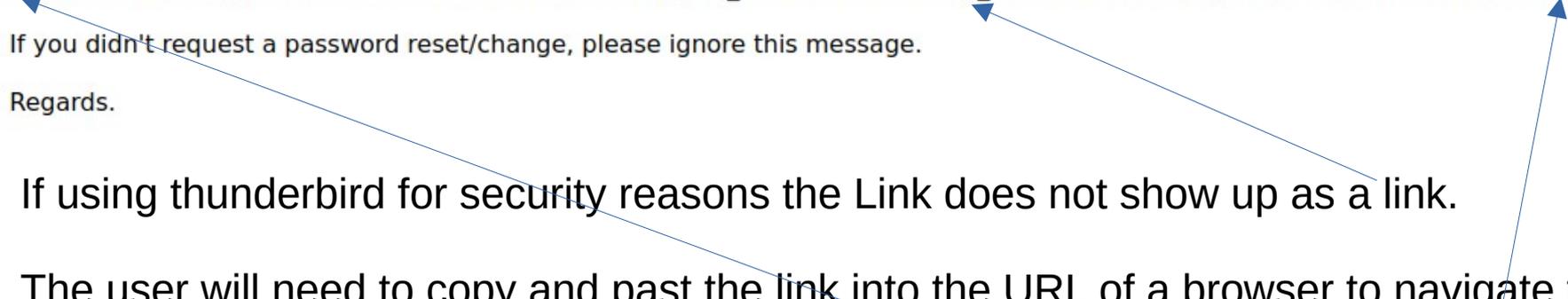
Clicking on this email header should produce the text of the email shown in the next slide.

The Text

Dear member,

If you have requested to reset/change your password, please click on this link:

https://www.ratsupport.com/members/ratassets/ratsupport_assets/membership_passwordReset.php?key=556161b8e68026691

A diagram consisting of three blue arrows. One arrow points from the end of the URL to the word 'link' in the paragraph below. A second arrow points from the beginning of the URL to the word 'link' in the paragraph below. A third arrow points from the end of the URL to the word 'link' in the paragraph below.

If you didn't request a password reset/change, please ignore this message.

Regards.

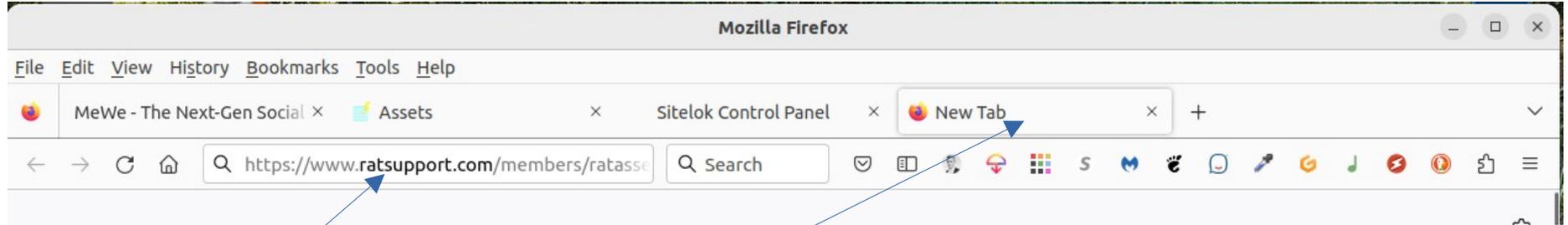
If using thunderbird for security reasons the Link does not show up as a link.

The user will need to copy and past the link into the URL of a browser to navigate to the reset password page. The link starts with **https://www** and ends with a key number.

Be sure to copy the whole link and then past it into your broswer's URL.

If not using Thunderbird then this link should show up as a link and just click on the link.

Link Pasted



You should see the link pasted into your new tab in Firefox and then just click enter and you should be taken to the Password Change Page.

Password Change Page

Password Change Page

Username
richard@ratsupport.com

New password

Confirm Password

Just enter the new password into both fields and hit the OK button and your password will be changed to something you know.

Please be sure to record this new password somewhere you can find it and be sure to use proper Cap's notation as the password is sensitive to Cap's and lower case.

Happy Ending



Hopefully this presentation was a help to you and you have recovered your ability to Sign In to one of our Ratsupport.com's Applications that uses a database.

If you still have problems you can [Contact Us](#) via our contact page or send an email to us if you know one.

I hope you enjoyed this presentation.