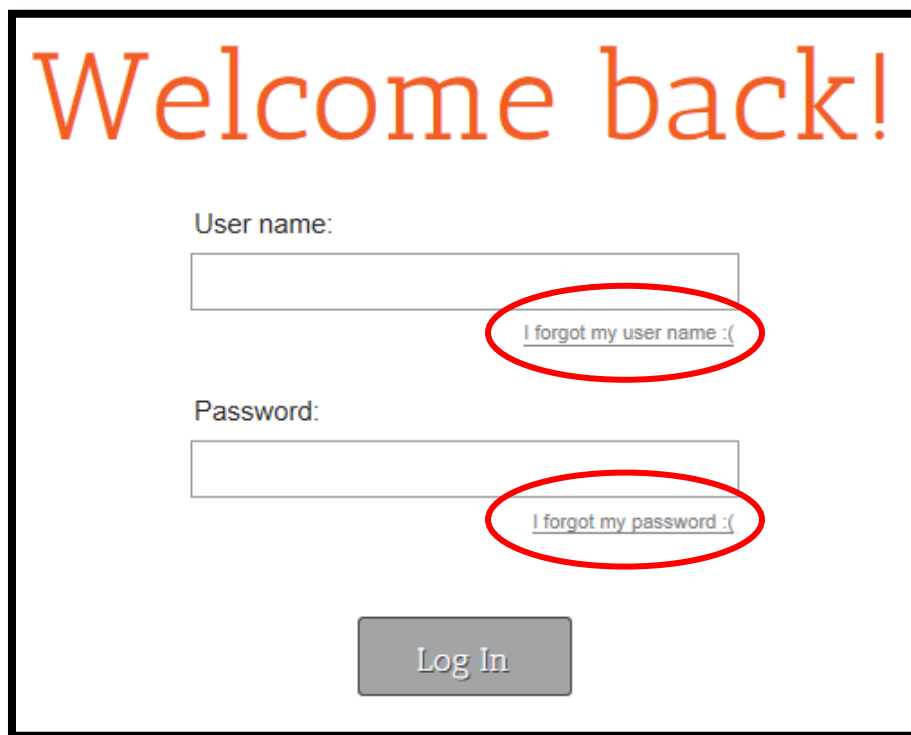


MyJobtoGo.com | troubleshooting to retrieve user name and/or password



>Welcome back!

User name:

[I forgot my user name :\(](#)

Password:

[I forgot my password :\(](#)

Log In

IF YOU FORGOT YOUR USER NAME:

- 1.) Click the [“I forgot my user name”](#) link.
- 2.) This will bring up a screen asking for your Social Security Number and a field asking you to type a few letters to “make sure you’re not a robot.”
- 3.) The next screen will ask you two security questions. Your user name will appear after you answer these questions correctly.
- 4.) If you answer incorrectly you will be locked out of your account for 30 minutes. If it is urgent that you access your account please call the office at 920-725-8969 and someone from the office staff can unlock your account for you.

IF YOU FORGOT YOUR PASSWORD:

- 1.) Click the [“I forgot my password”](#) link.
- 2.) This will bring up a screen asking for your Social Security Number and a field asking you to type a few letters to “make sure you’re not a robot.”
- 3.) The following screen will ask you two security questions. A temporary password will be sent to the email address on file for you after you answer the security questions correctly.

IF YOU CANNOT REMEMBER YOUR SECURITY QUESTIONS:

Click the [“I forgot my security answers”](#) link under the security questions. You will be asked to enter your email address and Social Security Number. A temporary password will be sent to your email address.