Conventions Used in this Guide

Throughout this guide, common formatting and styles are included for clarity.

Note	Screenshots within this guide may not reflect what you see on your screen.

- The names of **Fields**, **Icons**, **Buttons**, and **Options** are bolded and capitalized.
- The names of *Pages*, *Pop-ups*, *Menu paths* (e.g., *Home > Secure Messages*), *Sections*, and *Grids* are italicized and capitalized.
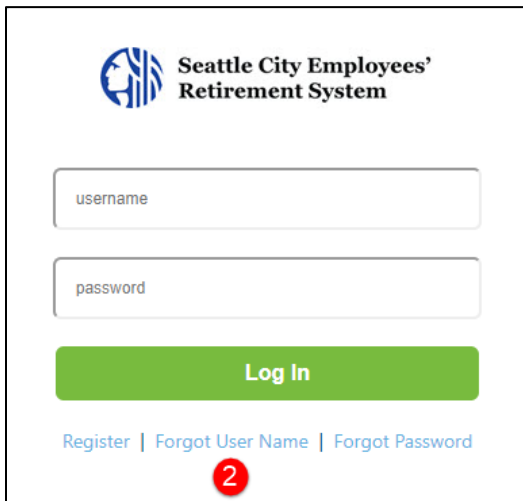- Text in the following format are hyperlinks to the topic within this guide: Cross Reference.

Note	Notes call out important information on a subject such as a warning, tip, or caution.

Result: After one or more steps, the results of the steps display in Result Style.

Forgot User Name

If you do not remember the Username you created when you registered, it can be sent to you via the email address you set up during the registration process.

1. Use your Internet Browser to access the SCERS *MSS Login Page* (provided in the letter you received).

2. Click **Forgot User Name**.

Result: The *Forgot User Name* wizard displays.

3. Enter your "contact" **Email Address** and click **OK**.

   Result: A message displays advising you an email was sent to your contact email address. The *MSS Login Page* displays.

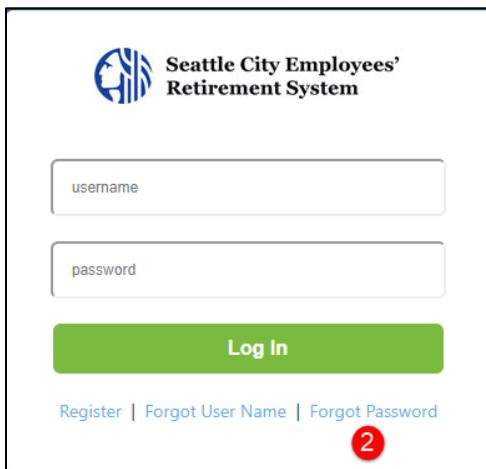4. Check your email for the Username.

5. Enter your **Username**, **Password**, and click **Log In.**

Forgot Password

If you do not remember your password, you can reset it if you know your Username and you successfully answer your security questions. If you do not remember your Username, use the **Forgot User Name** link to obtain it. See

Forgot User Name. Then, complete the process outlined below to update your password.

1. Use your Internet Browser to access the SCERS *MSS Login Page* provided in the letter you received.

2. Click **Forgot Password**.

    Result: The *Account Lookup* page of the *Password Change* wizard displays.

3. Enter your **User Name** and click **Next**.

    Result: The *Security Questions* page of the wizard display.

4. Enter the answers to the **security questions** shown on your screen and click **Next**.

    Result: The *Password Reset* page of the wizard displays.

5. Enter your new **Password** and **Confirm Password**.

6. Click **Confirm**.

    Result: A message indicating your password was reset successfully displays for a few moments. The *MSS Login Page* displays. You will receive an email to confirm your password was changed.

Note	A validation message displays when the new password entered does not meet the password requirements listed on the page. Change the passwords entered to meet the password requirements and click **Confirm** again. Repeat as needed until the password is successful.

Enter your **Username**, new **Password**, and click **Log In**.