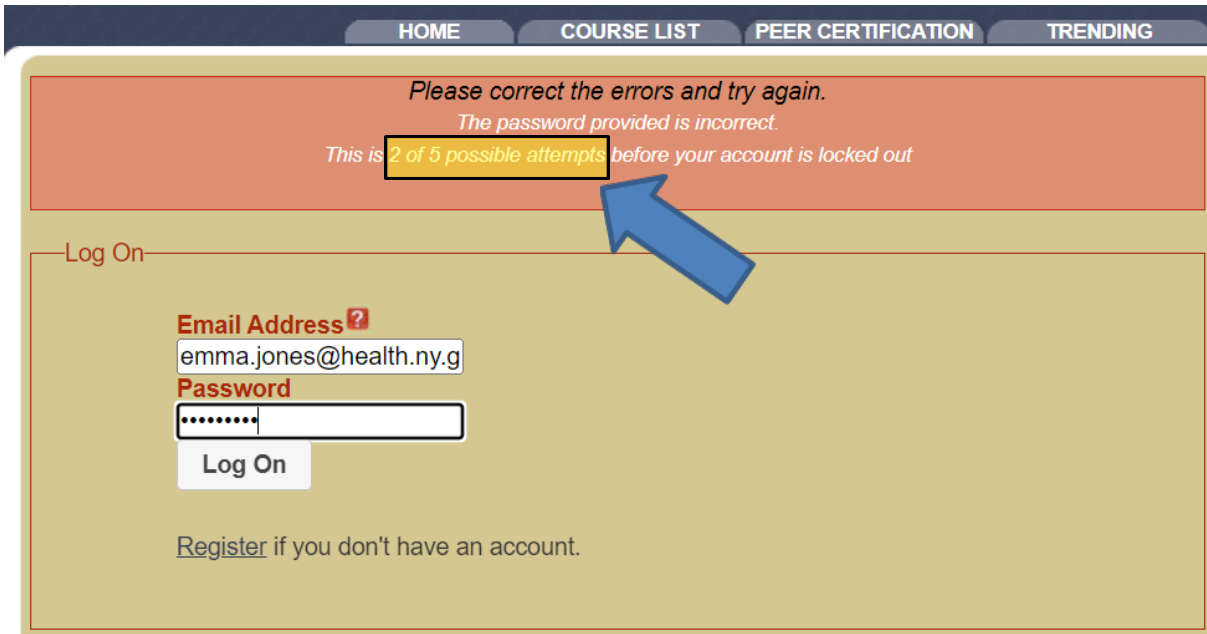
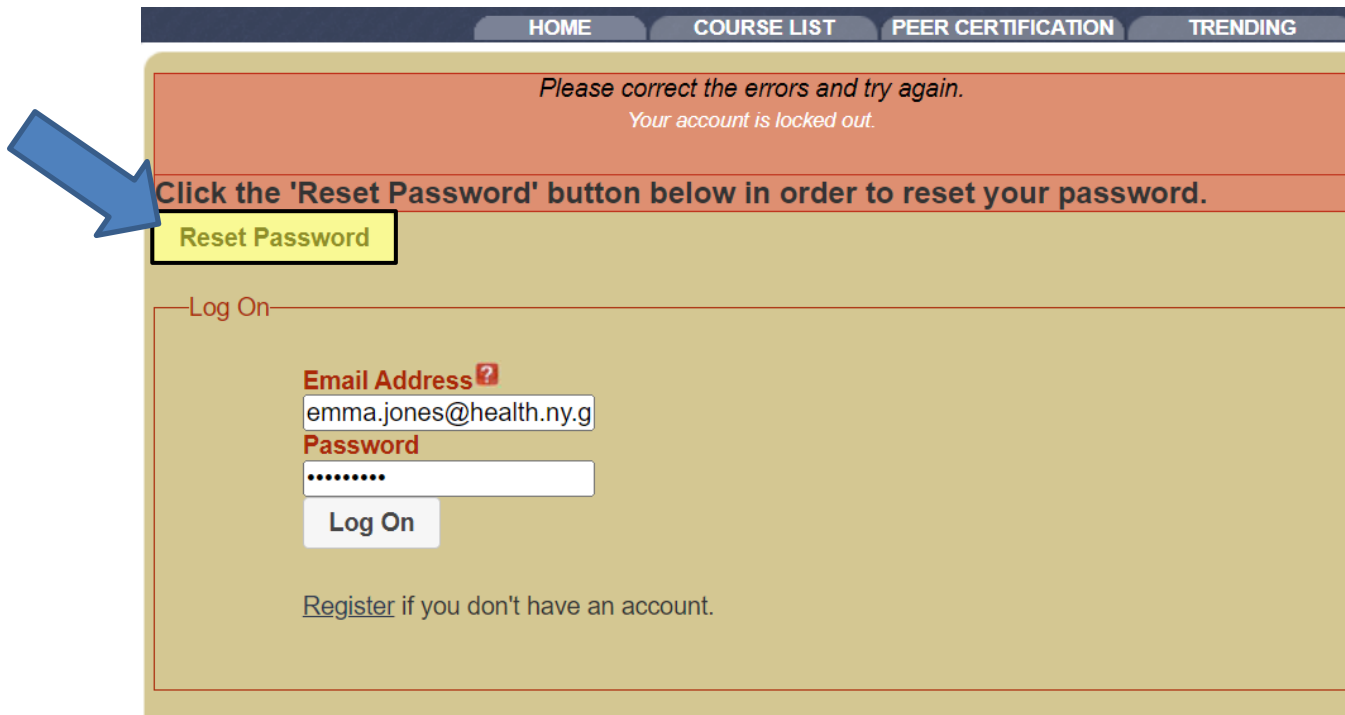


How to Reset Your Password on hivtrainingny.org

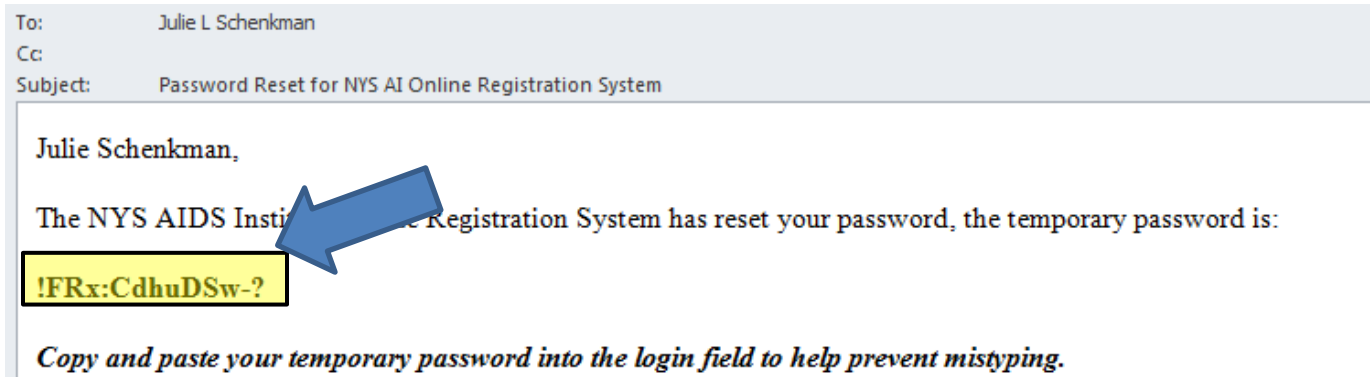
1. Log into your account with an incorrect password until the error message reads **5 of 5 possible attempts**.
You MUST log in with an incorrect password **5 times** for the Reset Password button to appear



2. Click on the **Reset Password** button towards the top of the error page that displays.



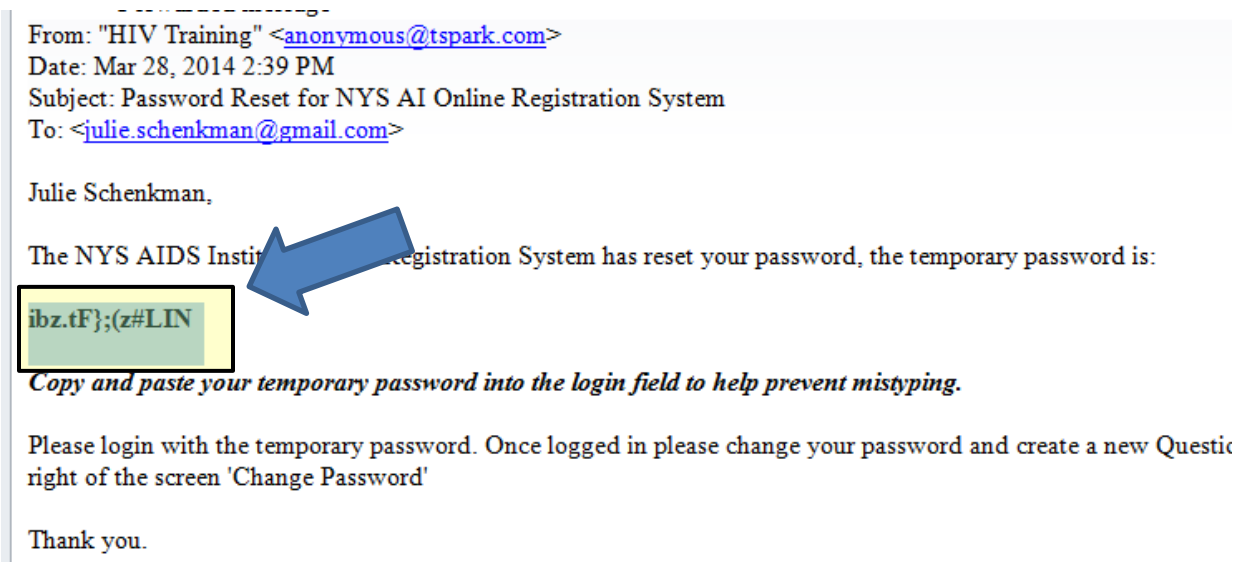
3. The screen should read **“Temporary password has been sent to your email account”**.
4. Navigate to your email inbox.
5. You should receive an email from anonymous@tspark.com under the name **“HIV Training”**, subject line **“Password Reset for NYS AI Online Registration System”**. This email contains a temporary password, which is a series of random characters.



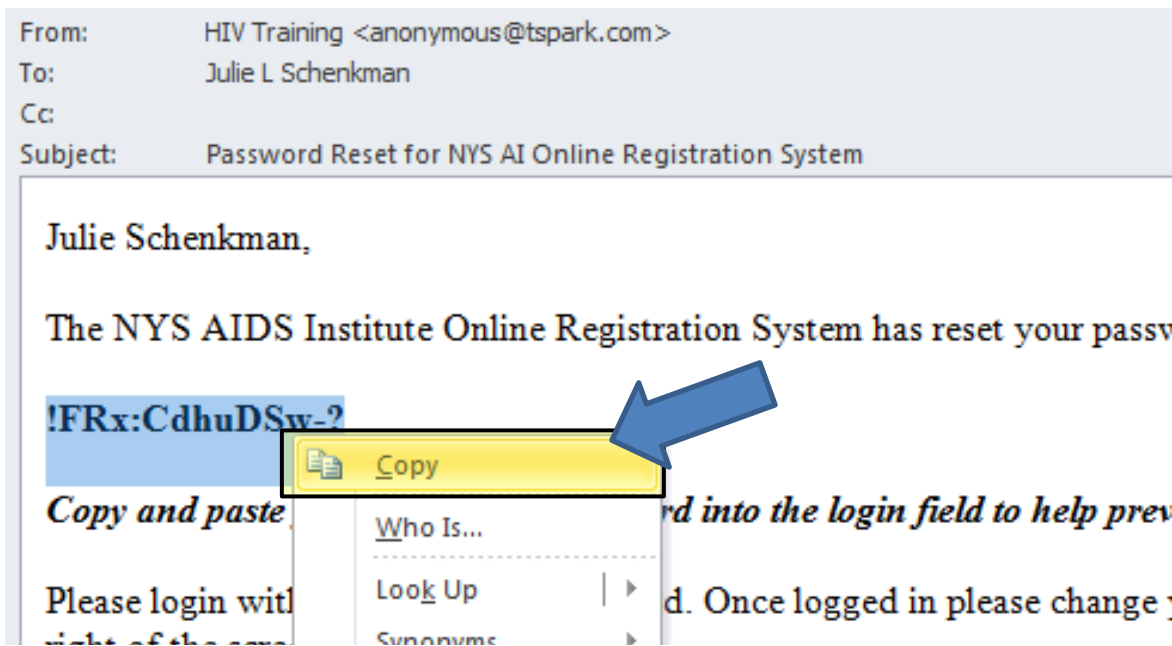
Don't see the email? Check your Spam/Junk folder.

Next, you will need to copy and paste the temporary password into the password box.

6. In the email message, highlight the temporary password by left clicking on the mouse and holding down until the entire password is highlighted (with no blank spaces after it).

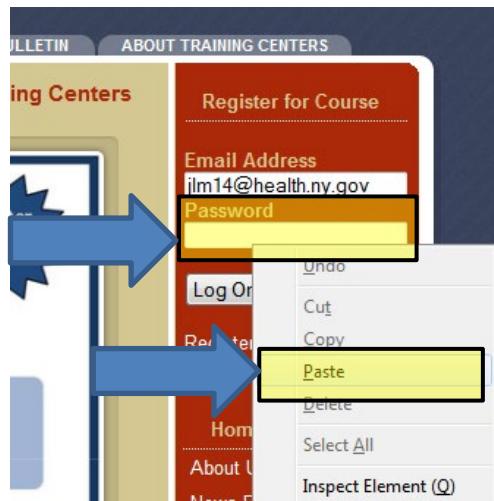


7. To copy the password, either:
 - i. Right-click and select **“Copy”** or
 - ii. Hold **CTRL + C** down simultaneously on the keyboard



8. To paste, either:

- iii. **Right click** in the **Password text box** and select **"Paste"** or
- iv. Place the cursor in the password text box and hold **CTRL + V** down simultaneously on the keyboard.



9. Click on **Log On**.

10. Once successfully logged in, change your password immediately.

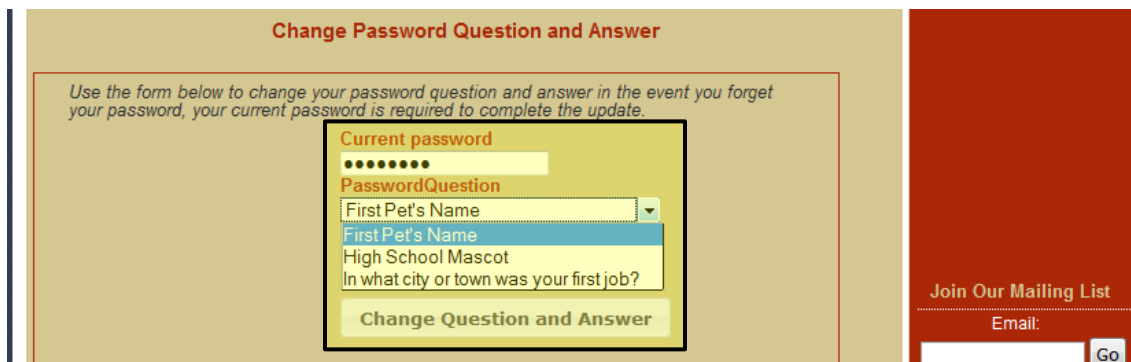
- a. At the top of the screen next to **Profile** click on **"Change Password"**.



11. You will need paste the temporary password into the **Current Password** text box then enter a **New Password** and confirm it. *Be sure to select a password you will remember.*
12. Click on “**Change Password**”.
13. The screen will read “**Successfully updated password**” in blue text.



14. You may also consider changing the **Challenge Question and Answer** at this time which is located directly beneath the Change Password section.



Common Problems

Q: My temporary password is not working.

A: Did you reset the password more than once? Be sure to use the password from the last email you received from HIV Training as the temporary password changes each time it is reset.

Q: I did not receive a temporary password.

A: Check your Spam/Junk Folder.

Q: I have checked my spam/junk folder and I did not receive a temporary password or I am still having trouble.

A: Call the NYSDOH AIDS Institute for assistance (518) 474-3045.