

## HECA WEBSITE LOG IN INSTRUCTIONS

### To Choose or Retrieve your Personal Password:

1. To choose your personal password, click on the “forgot password” link under the Log In button (upper right hand corner of your screen)
2. The system will ask for your email address. Enter your HECA contact email (the email you used to register for HECA membership). If you can’t recall it, or get a message saying the system doesn’t recognize it, read the instructions below for “Tips for Remembering your HECA contact email.”
3. You will receive an email at your HECA contact email address that will include instructions and a link to go to in order to choose your Personal Password.
4. **Choose a password that is easy to remember**, and be sure to keep a copy in a safe place. HECA will not have access to your password. If you lose or forget your password, repeat steps 1-3 in order to set a new password.

### Can’t remember your HECA contact email? System Saying Your Email is ‘Invalid’? Try these hints to help remember it:

- Your HECA contact email is the same email listed in your membership profile in the HECA member directory. Check your listing in director by clicking on the “find a consultant” tab at the top of the HECA website.
- If you are **not** listed in the directory, your HECA contact email is the one that HECA sends official emails to you (for instance, the HECA newsletter, and email announcements about the website and conferences). Check your email archives for messages from HECA. Please note: some members have used different emails to register for the HECA Listserv.
- If you are still unable to recall your email after trying the above two steps, send an email to [webmaster@hecaonline.org](mailto:webmaster@hecaonline.org) In the subject line put this subject: Need help retrieving my HECA email. Every effort will be made to respond to your request within one business day.

### Want to change your HECA contact email?

If you would like to change your HECA contact email, follow these directions:

Sign into the members-only area with your current HECA contact email. Then, click on the “View Profile” below your name. Once you have accessed your member profile, you will be able to change your email in your profile. Your password will remain the same.

**IMPORTANT:** Every member may have only ONE official HECA contact email. It is not possible to use different emails for different HECA-related tasks. Whichever email is used in your member profile will also be the email that appears in your membership directory listing. Please plan accordingly.