

RNAO FAQ: myRNAO.CA ACCESS/PASSWORD CHANGE

- go to myRNAO.ca
- click **Forgot Password?**



 RNAO

please log in to myRNAO

I have an account I want to create an account

E-mail address (must be the e-mail address on file at RNAO) *

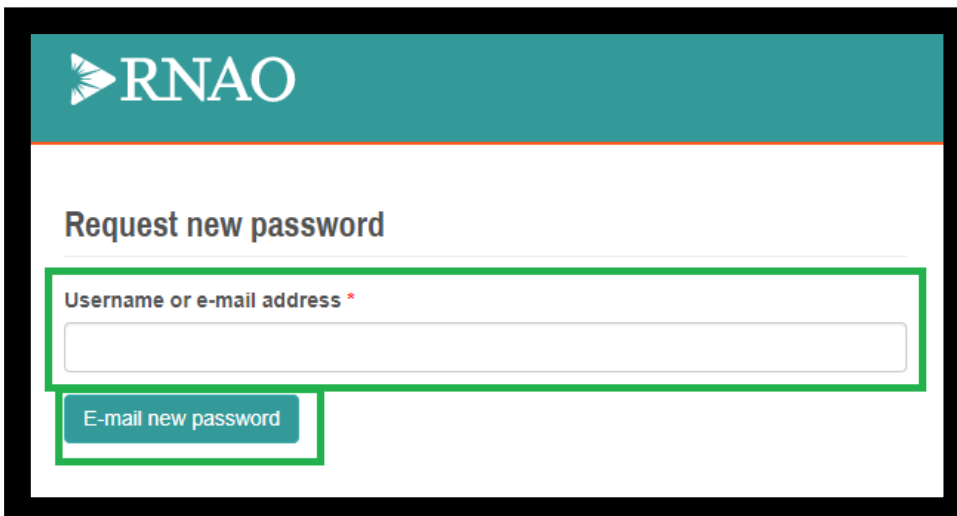
You may login with either your e-mail address or your assigned username.


Password *

The password field is case sensitive.

Log in Forgot password?

- enter the email address associated with your myRNAO.ca account and click **E-mail new password**
- check your email for your new password.



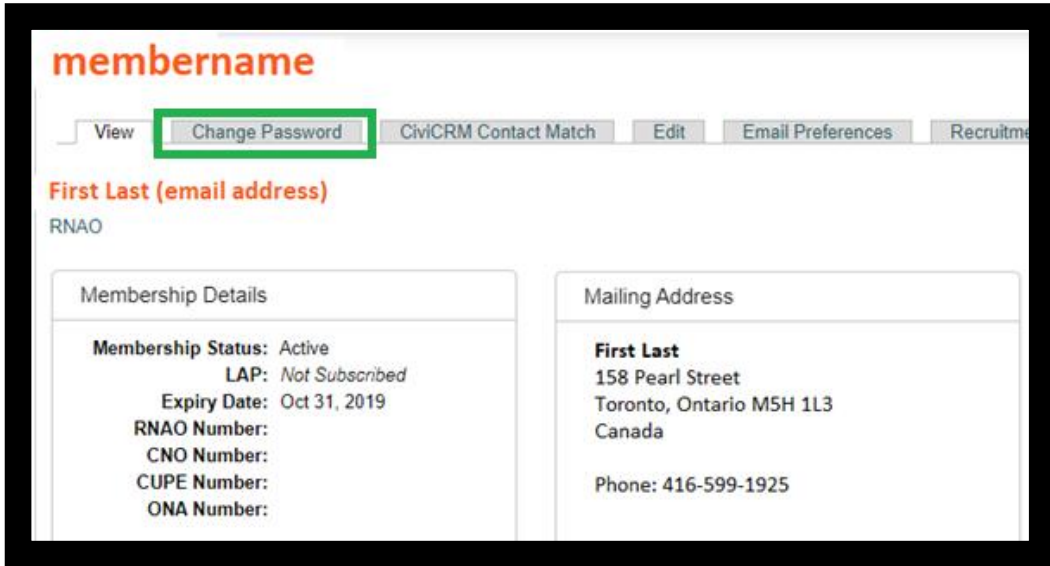
 RNAO

Request new password

Username or e-mail address *

E-mail new password

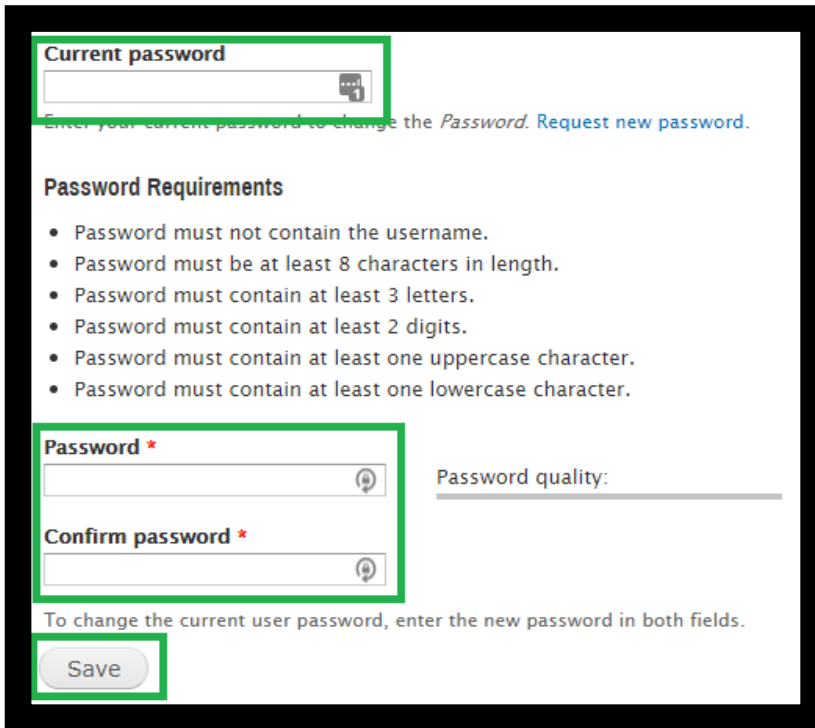
- Once you have accessed your account, it is advised that you reset your password to something more personalized. Click the **Change Password** tab in the top row of the page



The screenshot shows a user profile page for a member named "membername". At the top, there is a navigation bar with several tabs: "View", "Change Password", "CiviCRM Contact Match", "Edit", "Email Preferences", and "Recruitment". The "Change Password" tab is highlighted with a green box. Below the navigation bar, the user's name "membername" is displayed in orange. Underneath, the text "First Last (email address)" and "RNAO" are visible. The profile is divided into two main sections: "Membership Details" and "Mailing Address".

Membership Details	Mailing Address
Membership Status: Active LAP: Not Subscribed Expiry Date: Oct 31, 2019 RNAO Number: CNO Number: CUPE Number: ONA Number:	First Last 158 Pearl Street Toronto, Ontario M5H 1L3 Canada Phone: 416-599-1925

- In the **Current password** field, enter the password that was emailed to you
- Specify your new **Password** and **Confirm password**
- Click **Save**



The screenshot shows the password change form. At the top, there is a "Current password" field, which is highlighted with a green box. Below this field, there is a blue link that says "Request new password." Underneath, there is a section titled "Password Requirements" with a list of rules:

- Password must not contain the username.
- Password must be at least 8 characters in length.
- Password must contain at least 3 letters.
- Password must contain at least 2 digits.
- Password must contain at least one uppercase character.
- Password must contain at least one lowercase character.

Below the requirements, there are two password fields: "Password *" and "Confirm password *", both highlighted with green boxes. To the right of these fields is a "Password quality:" indicator. At the bottom of the form, there is a "Save" button, also highlighted with a green box.