

Lost Password for Administrators, Facilitators and Session Hosts

When to use: When you are contacted to assist a user who has lost their Password.

MAX Homepage

- 1) Navigate to <https://www.tracommax.com/>
- 2) Click “**LOST USERNAME/PASSWORD**”
- 3) Enter either your Email Address or Username in the appropriate field.
- 4) Click “**SUBMIT**”

Receiving Password

- 1) Under **Security Questions**, fill in the appropriate answers to your security questions
- 2) Click “**SUBMIT**”
- 3) You will be emailed a temporary password