Resend a Username

When to use: When a User cannot remember their Username.

**You can often assume this has happened when a user is registered, but they receive an error logging in that says We cannot find an account with that Username.

Note: Individuals who are Raters Only (not learners) often do not have to register in the system, but can access the requested tasks by clicking the application link in the email invitation that they received.

Log into MAX
1) Navigate to https://www.tracommax.com/
2) Enter your **USERNAME** and **PASSWORD.**
3) Click **LOGIN**.

Find Individual
1) Under **INDIVIDUALS** tab, click on **Search Individual**.
2) Enter the individual's information in the boxes labeled **Email Address**, **First Name**, **Last Name** or any combination of the three.
3) Click **SEARCH.**
4) Find the User in the **Search Results** and click on the first name.

Verify the User Information and send Username
1) Click **Verify Identity** under **Individual Detail.**
2) Ask the User their security questions and verify that the answers are correct.
3) Click **Username Resend**, under **Functions.**
4) Inform the individual that an email will be sent immediately to the email address on record. If they do not receive it, advise them to check their SPAM or Junk Email folder.

** Do not provide a username to a User who is unable to answer the security questions correctly.

For further questions, please email support@tracom.com.