CottonGen/ICGI User Tutorial: <mark>Forgotten your account/password</mark>
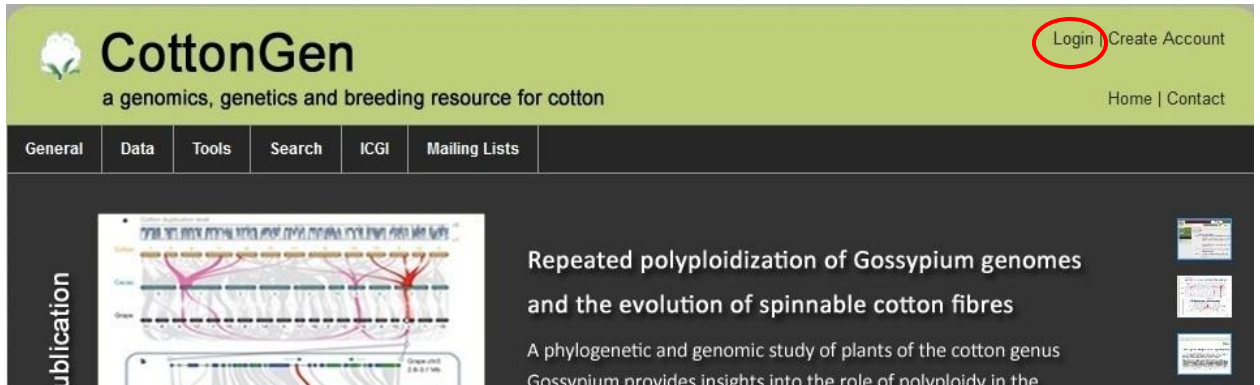
If you forget your ICGI username and/or password that do not worry, you can retrieve your ICGI Membership Profile and reset your password by following the steps below:

1. Go to the CottonGen website at http://www.cottongen.org and click on **[Login]**

2. Click on **[Request new password],** enter the email you used to register your account, and click on the button **[E-mail new password].**

3. If you are a registered user and the email is recognized by the system, you will receive an email about resetting your password. **Go to Step 5**.
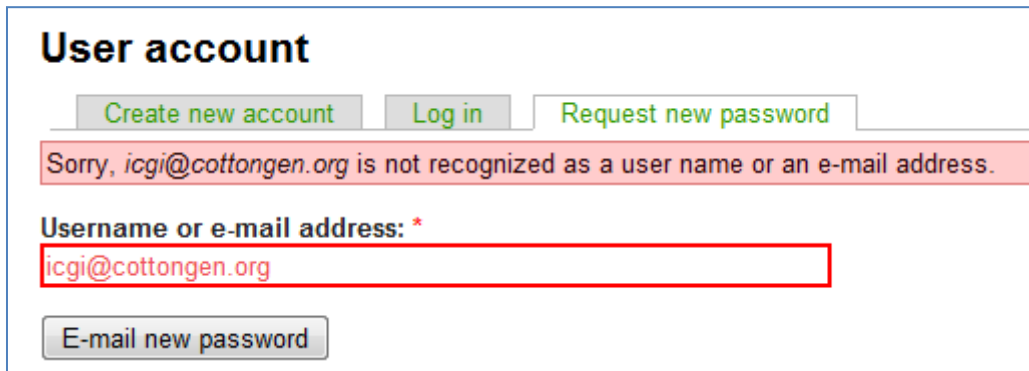
4. If the email cannot be recognized, try a different email address.

5. Go to your email Inbox, Looking for an email sent from admin@bio.wsu.edu. Then follow the link in the email to reset your account.
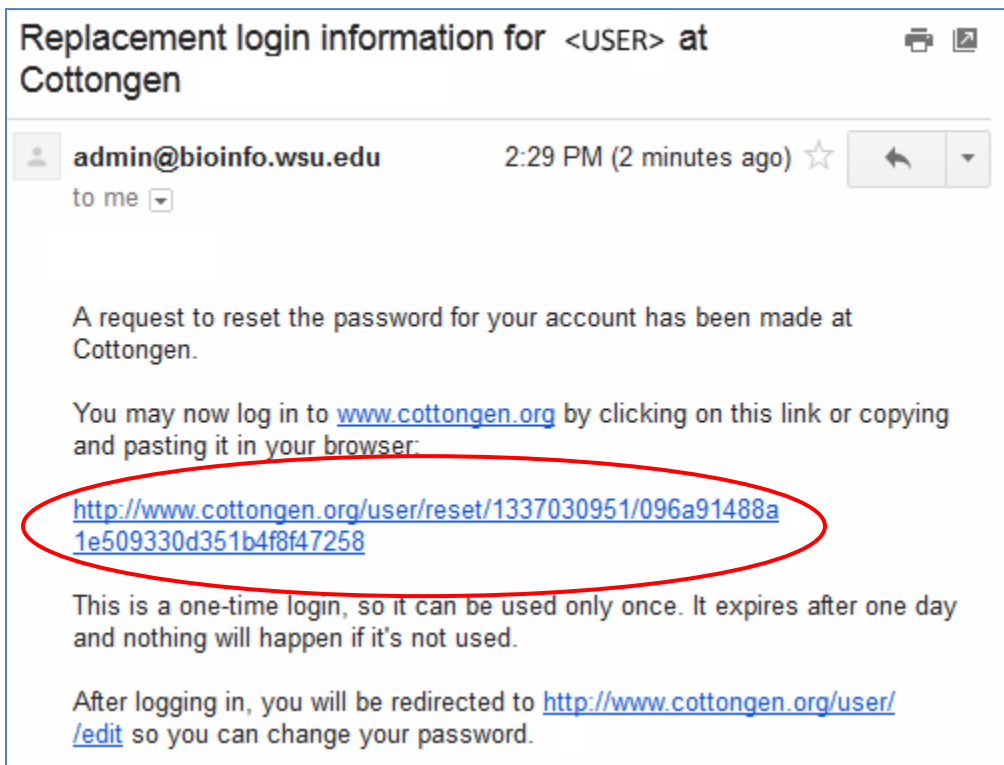
6. [**Important**] Please close your web browser BEFORE you click the one-time login URL provided within the email. This way will help you to get rid of old caches from your web browser.

7. If you don't receive any email, please clear your browser's cache and try again. If you still have a problem, please contact us using the online contact form (http://www.cottongen.org/contact) and we can reset the password for you.