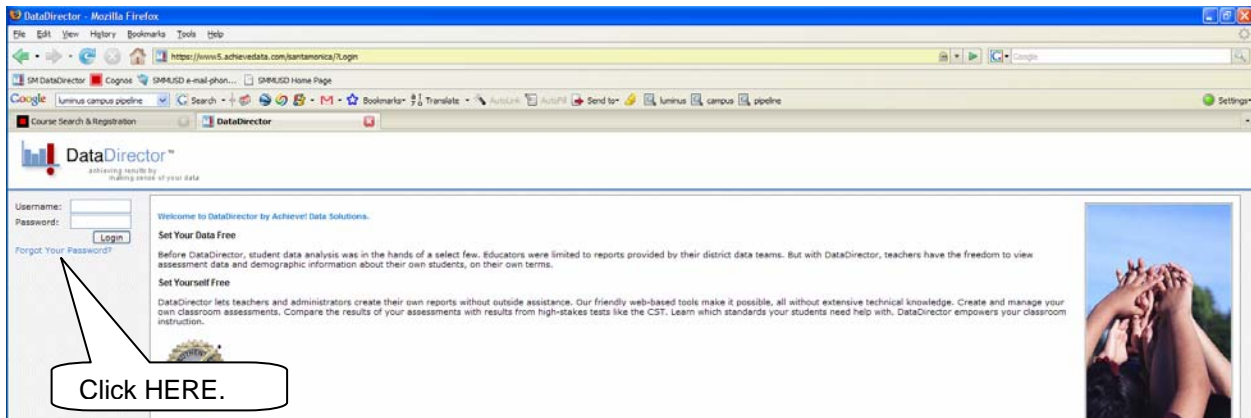
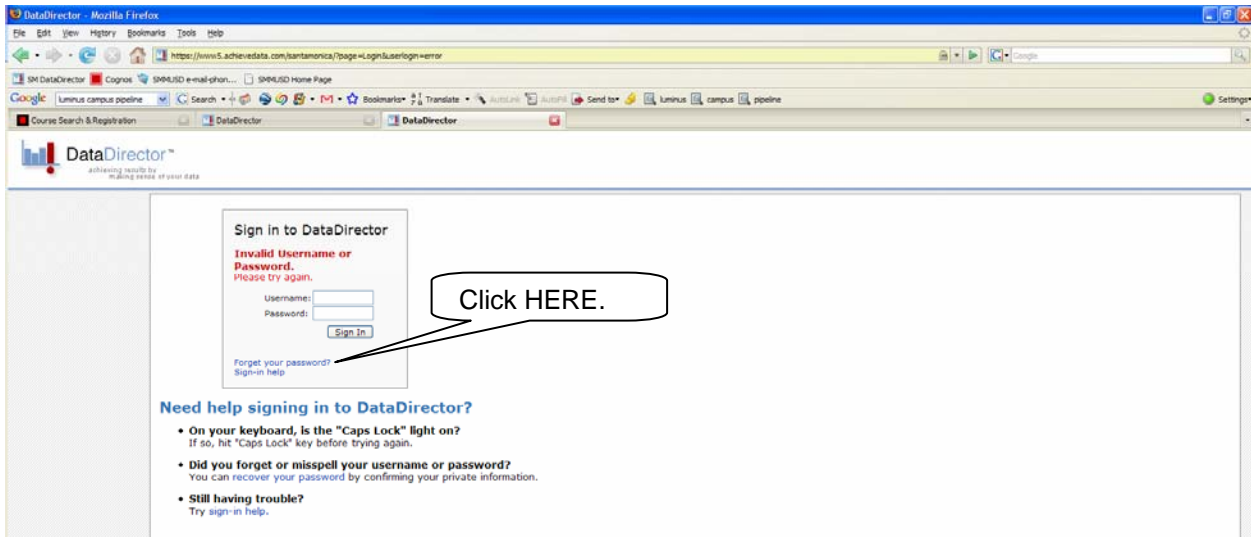


How to recover a lost Data Director password

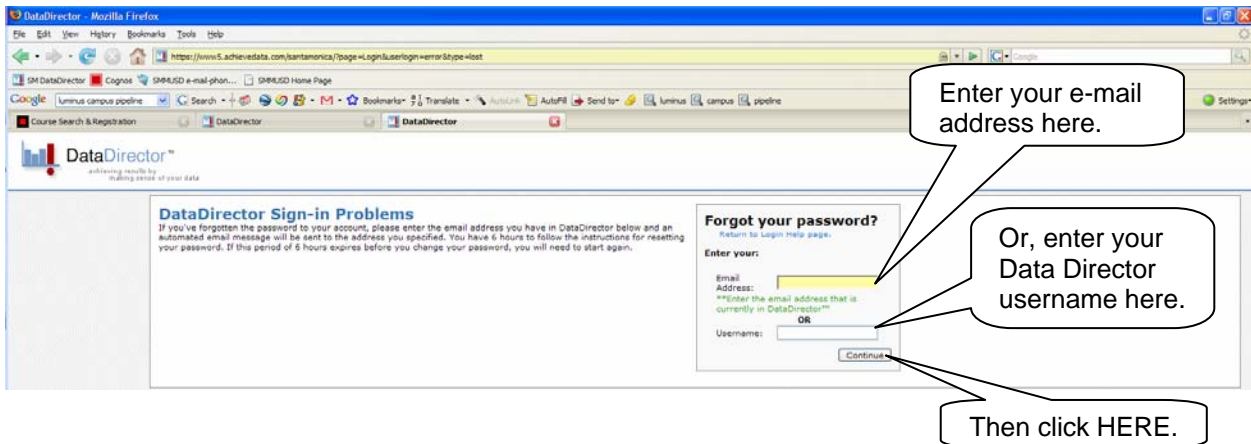
1. Go to the Achieve Data Solutions site for Santa Monica-Malibu
www.achievedata.com/santamonica
2. Click on **Forgot Your Password**.



3. Then click on "Forgot Your Password" again.

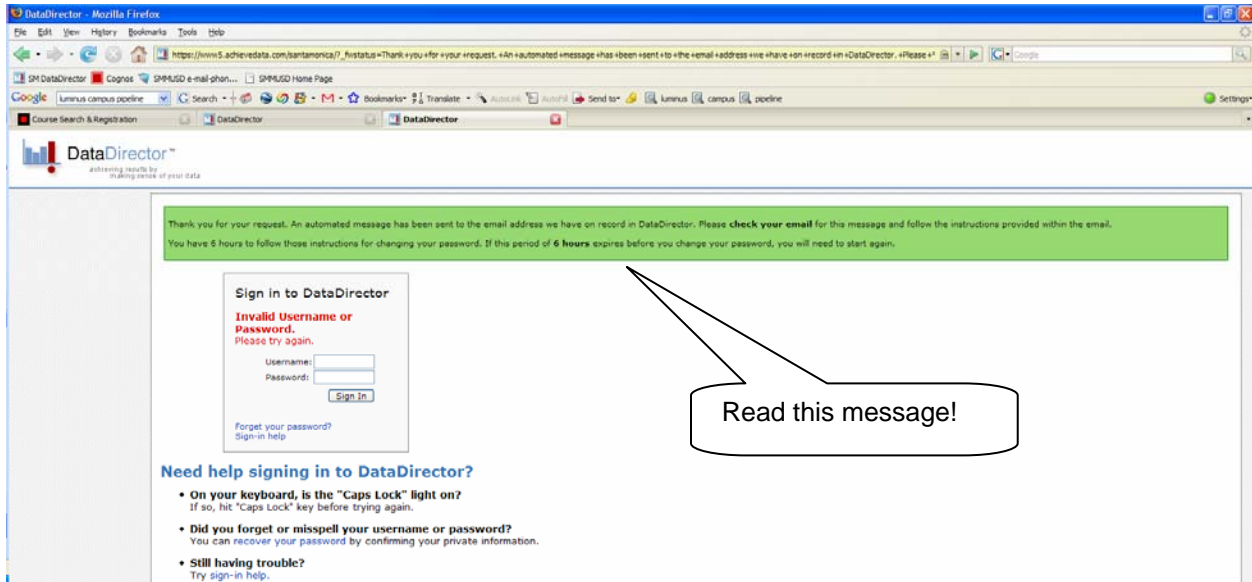


4. Now enter your Data Director username OR enter the e-mail address you put into Data Director.

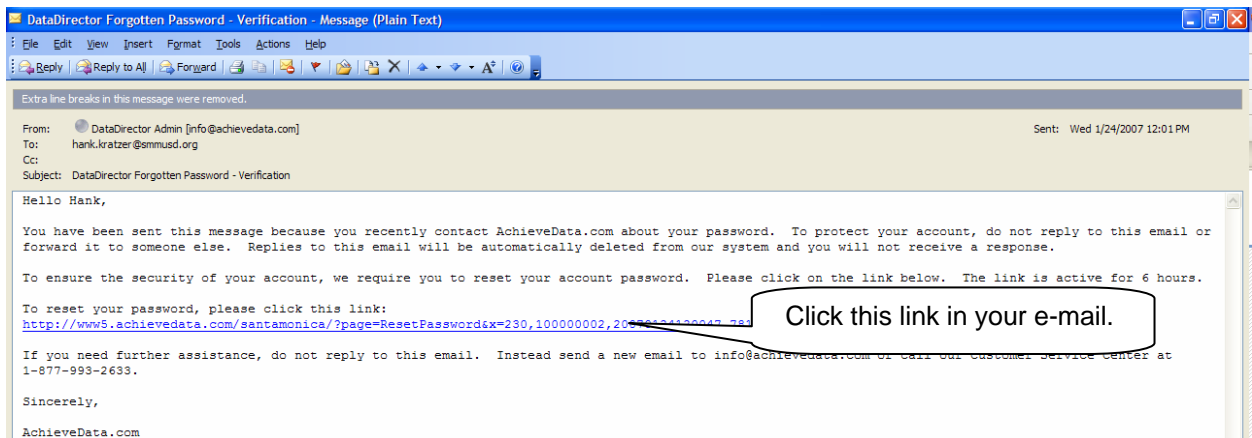


- The following screen comes up. Notice the message in green at the top of the page. It says "Thank you for your request. An automated message has been sent to the email address we have on record in DataDirector. Please **check your email** for this message and follow the instructions provided within the email.

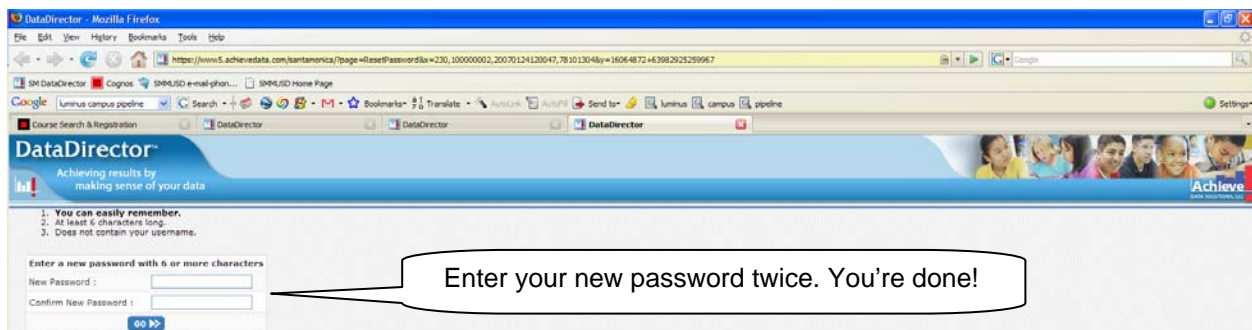
You have **6 hours** to follow those instructions for changing your password. If this period of **6 hours** expires before you change your password, you will need to start again."



- When you go to your e-mail account you will find an automated message from the Data Director Admin. Just click on the link in the e-mail.

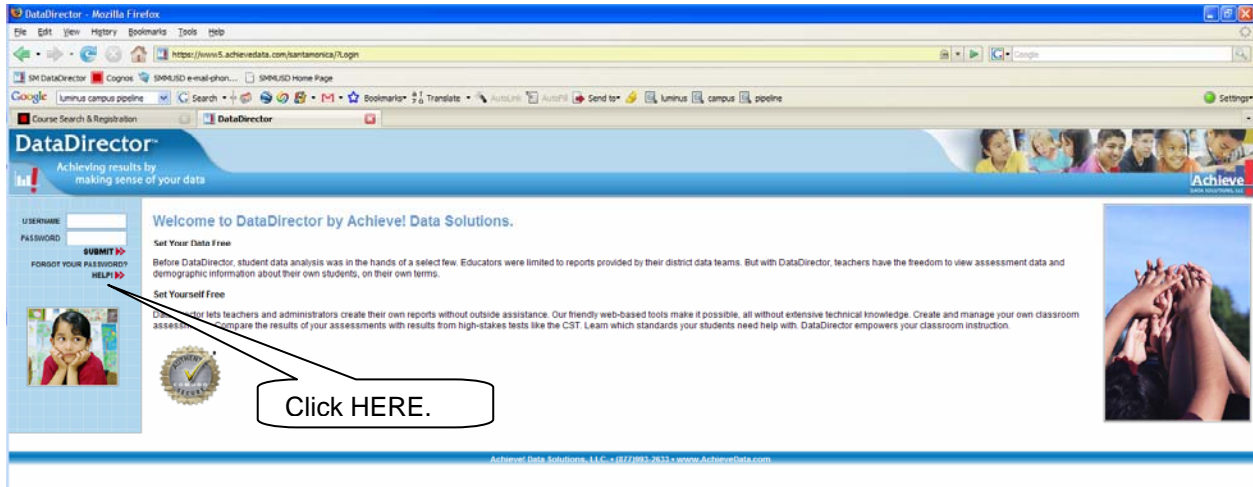


- After clicking the link you are taken to the Achieve web site where you must enter a new password. Enter your new password twice and you're in!

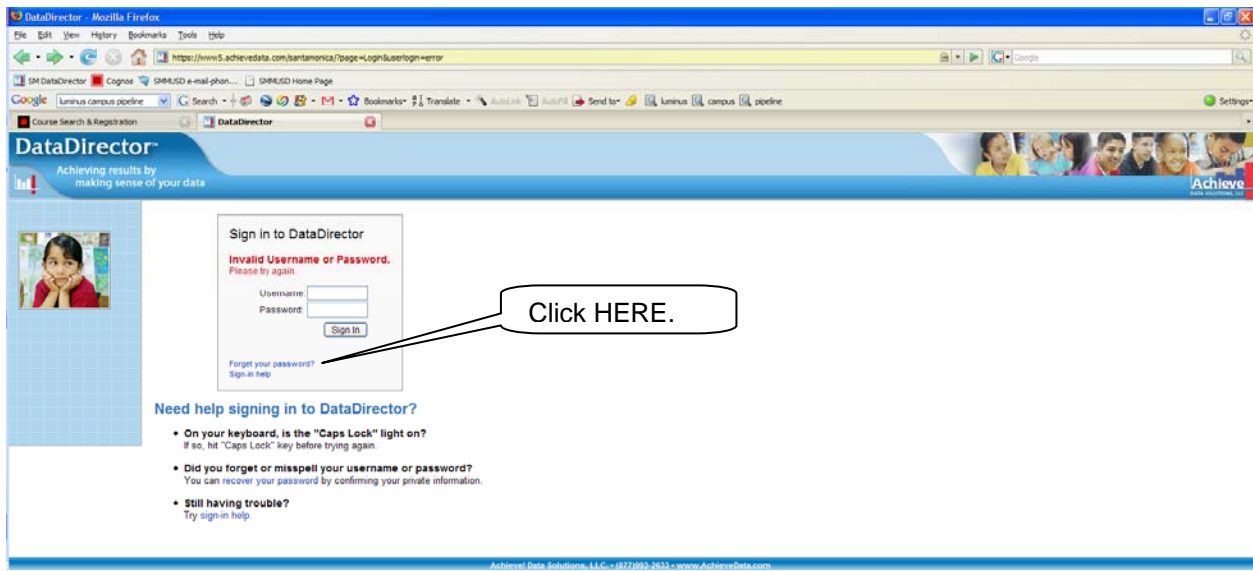


If you are using the **old template** the screen will look like the graphic below. In this case please do the following.

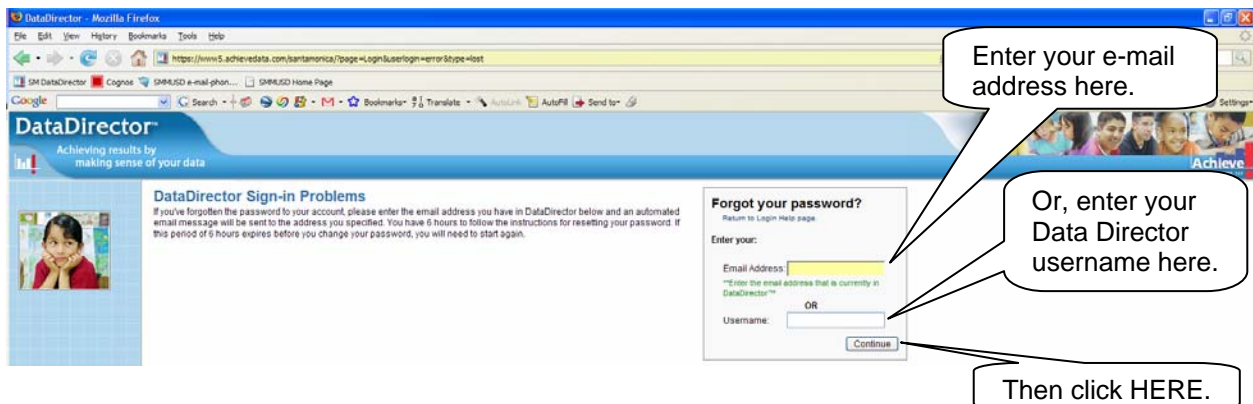
1. Click on HELP->.



2. Click on the link that says "Forgot Your Password"

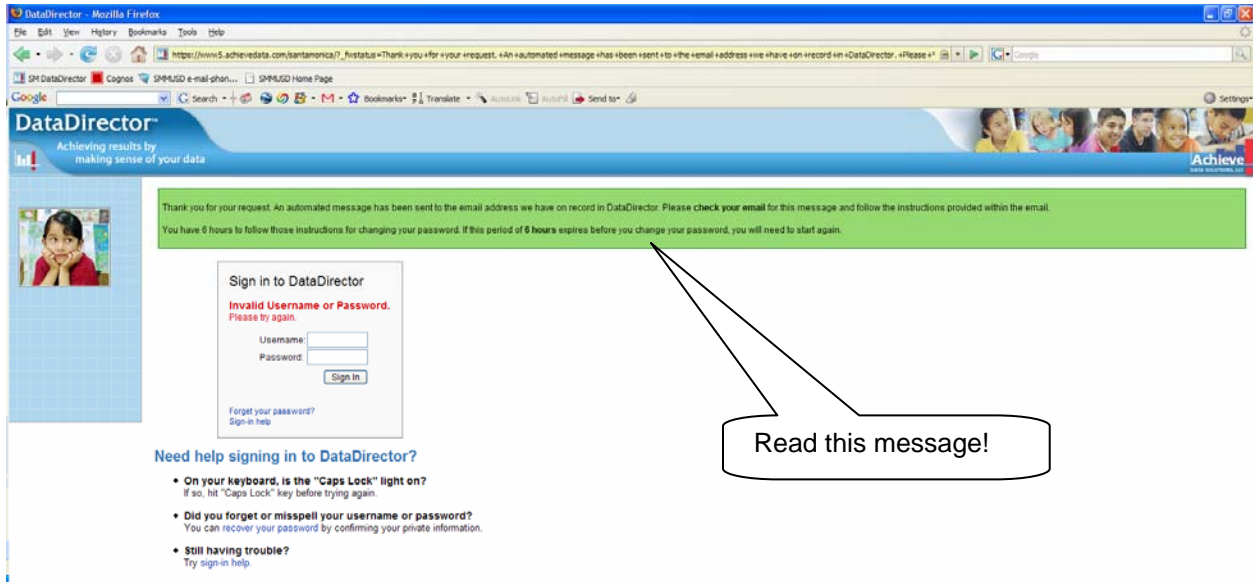


3. If you know your Data Director user name then enter it. Otherwise, enter the e-mail address you put into Data Director. Then click the Continue button.

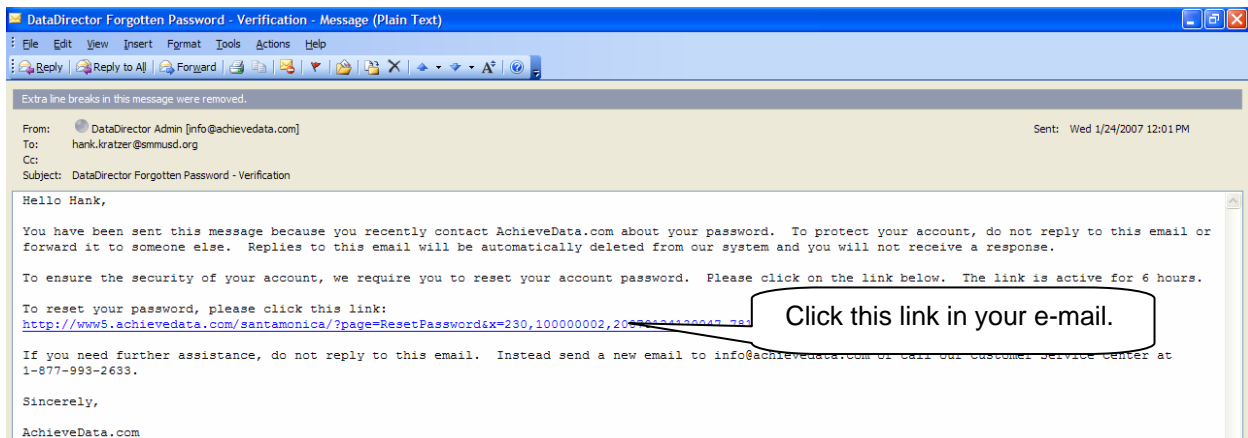


- The following screen comes up. Notice the message in green at the top of the page. It says "Thank you for your request. An automated message has been sent to the email address we have on record in DataDirector. Please **check your email** for this message and follow the instructions provided within the email.

You have **6 hours** to follow those instructions for changing your password. If this period of **6 hours** expires before you change your password, you will need to start again."



- When you go to your e-mail account you will find an automated message from the Data Director Admin. Just click on the link in the e-mail.



- After clicking the link you are taken to the Achieve web site where you must enter a new password. Enter your new password twice and you're in!

