

PREPARE ENRICH®

As of December 12th, 2017, our password standards have been upgraded. If your password does not meet those standards or has expired, you will need to change your password in order to continue to access your PREPARE/ENRICH Facilitator account.

Are you getting the following message after typing in your ID and Password you have always used?

FACILITATOR LOGIN

Unable to login to your account?

Please [click here to set a new password.](#)

SUBMIT

You can click the link *Please click here to set a new password* to use your email to get a reset email link. If your email matches more than account, you will need to also specify the Account ID with the email address so we can send you the correct link.

Enter your email address. Instructions to set your account password and/or retrieve your login information will be emailed to you.

SUBMIT

If your email does not match one in our system, you will receive the following message:

NEED YOUR ID AND/OR PASSWORD?

The e-mail address you entered (**myemailaddress@t.com**) does not appear to be in our database, or your account is inactive.

Please [contact our office](#) to verify your information and obtain your login retrieval information.

If we do not have your current email address, we will need to update your information. In order to do this, you will need to [contact Customer Service](#).

If your email does match, you will receive an email from: customer_service@prepare-enrich.com with the subject line: Retrieve Your Login Information, and a link to update your password.

Please note: the retrieve login link will expire within 90 minutes of being requested.

Clicking on the link will take you to the website where you can create a new password.

Update Password

To login you will need to update your account password. Passwords are required to be between 10 and 20 characters in length. Do not use your name, account ID, or other account information within your password. The password must include a combination of letters and numbers. **Passwords are case sensitive.** **The following characters are not permitted: < > % ; | + & { } \$, ` " # () []**

 Show Password

Passwords are required to be between 10 and 20 characters in length. Do not use your name, account ID, or other account information within your password. The password must include a combination of letters and numbers. **Passwords are case-sensitive. The following characters are not permitted: < > % ; | + & { } \$, ` " # () []**

You have the option to show your password.

If the password matches the criteria, you should see the following message with your Account ID listed.

Review Information

Your password has been updated. Please review and make note of your Account ID below as you will need it to login.

You can then click on the link Go to Login Form and use your Account ID and the password you just created. Remember, passwords must be:

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