

PREPARE ENRICH.

In December 2017, our password standards were upgraded. If your password does not meet those standards, you will need to change your password in order to continue to access your PREPARE/ENRICH Facilitator account.

If you receive the message Invalid ID or Password, please review the information you have typed in. Your Account ID is your Facilitator ID. To see the password you are typing in, click on the button Show Password to make sure the information matches.

If you have already changed your password, make sure your browser is not pre-filling the password field with the previous password. To see the password you are typing in, click on the button Show Password to make sure the password listed is correct. If you need help in clearing the pre-filled password, refer to the end of this document for basic directions based on different browsers.

The current password standard is:

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

To reset your password, you will need to use your email to be sent a link. Click the link *Need your ID and/or Password?* Type in your email address and click Submit to send the email. You will have 90 minutes to update the password.

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. If your email is used on more than one account, type in your Account ID to verify your account info and then click Submit.

If the email address you entered does not match our records, you can try a different email address. If you feel the email we have on file it out of date, you have the option to try to update your account with a new/updated email address. Click on the appropriate link for your situation.

If you still cannot get the system to email you, use the Contact Us form to send us a detailed message with your correct email address.

Please note: the retrieve login link will expire within 90 minutes of being requested. So you should be prepared to update your password after sending the email.

The email you receive will have a link to a page on our website where you will create your 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

If the password you created matches our 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 now click on the link Go to Login Form and type in your Account ID and the password you just created. You will need to type this information in. If your browser has your old password prefilled, make sure you are typing in the new password and not using the old password. You can use the Show Password button to make sure the information is correct. Prefilled passwords sometimes will show up with black dots listed in the Password field instead of seeing the words Password (case-sensitive).

We have included directions at the end of this doc for clearing pre-filled passwords.

The next page is for your information purposes only. If you are not comfortable with changing your settings or need help in determining your browser version, you will need to contact your own tech support. PREPARE/ENRICH does not provide technical support in use of your computer or settings used by your computer.

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[Internet Explorer](#)

To delete individual passwords, highlight the username pre-filled on the screen and select the **Delete** (not backspace) key. To delete all saved passwords:

1. Open the **Tools** menu (in newer versions this will appear as a gear icon in the upper right corner)
2. Select **Internet Options**
3. Select **Content**
4. Under **AutoComplete**, select **Settings**
5. Click **Delete AutoComplete history...**
6. To prevent AutoComplete in the future, make sure AutoComplete is deselected for **User names and passwords on forms**.

[Microsoft Edge](#)

1. Open the **More actions** menu (this will appear as three dotted lines in the upper right corner)
2. Select **Settings**
3. Select **View advanced settings**, near the bottom page
4. Under **Privacy and services**, click on the **Manage by saved passwords**
5. Click the **X** for any listed website you want to delete the passwords for.

[Safari \(Mac\)](#)

1. In the menu bar, open the **Safari** menu
2. Select **Preferences**
3. Go to the **Autofill** tab
4. Click the **Edit** button for **Usernames and Passwords**
5. Delete the corresponding entry

Note: **Keychain Access** also has the ability to store passwords for web browsers - you can use the program to delete any unwanted passwords for websites if you are having problems with your web browser.

[Firefox \(Windows\)](#)

1. In the menu bar, open the **Tools** menu (in newer versions this will appear as three dashed lines in the upper right corner)
2. Select **Options**
3. Go to the **Security** tab (older versions of Firefox will list this as **Privacy**)
4. Select **Saved Passwords**
5. To eliminate all existing password, select **Remove all**. To eliminate specific saved passwords, select **View Saved Passwords** and delete just those associated with the page you're removing. If you wish, deselect the option for **Remember passwords** - this will prevent passwords from being saved in the future.

[Google Chrome \(Desktop\)](#)

1. Open the **Chrome** menu (in newer versions this will appear as three dashed lines in the upper right corner)
2. Select **Settings**
3. Click **Show advanced settings**
4. Click **Manage Saved Passwords** in the Passwords and Forms section
5. Click the X for any listed website you want to delete the passwords for.