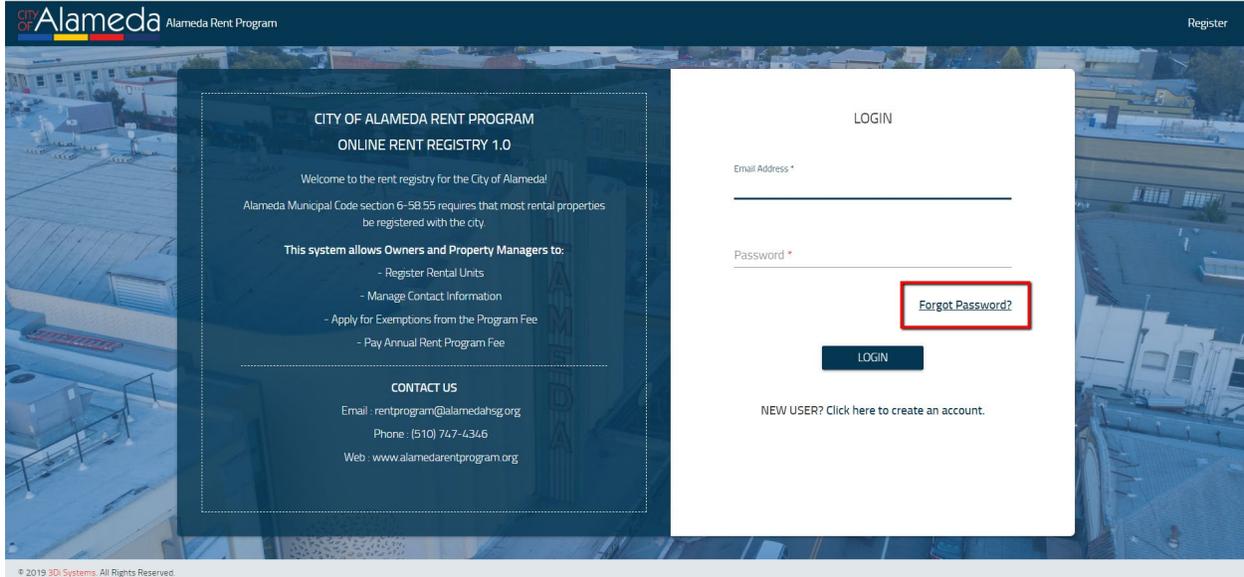


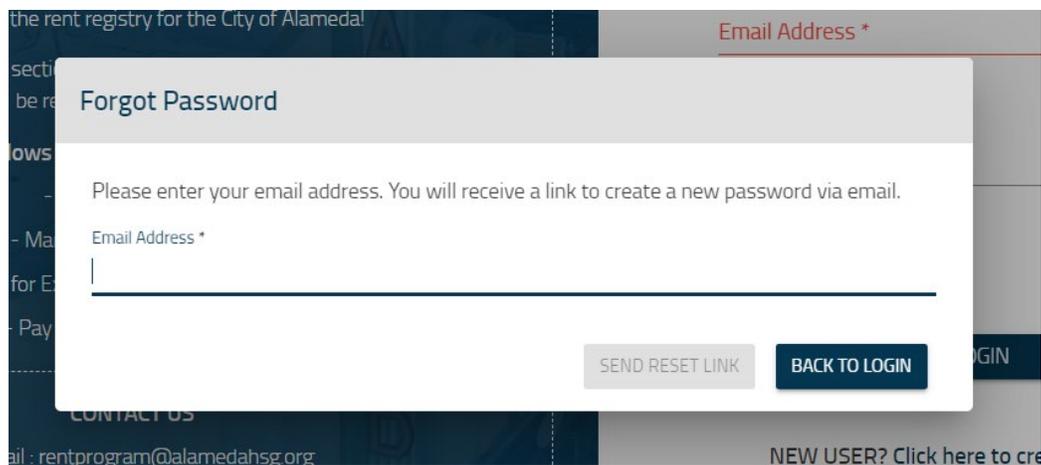
Recover Account Password

This section will describe how to recover and reset your password if you have forgotten it.

1. Visit the Rent Registry website home screen at <https://registry.alamedarentprogram.org>. Click on the 'Forgot Password' link to initiate the process to recover and reset your password. The Forgot Password pop-up will appear on the screen.

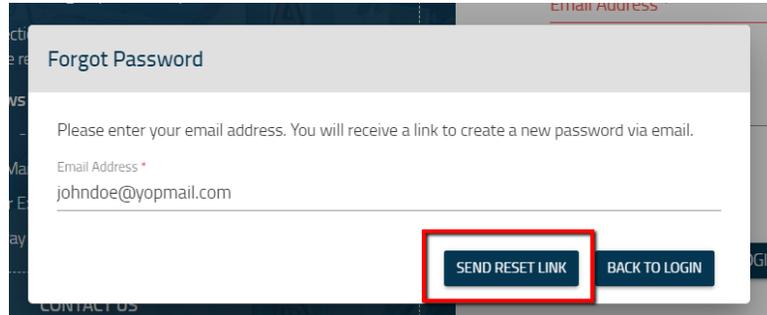


2. Enter the Email Address that was used when you created your account.

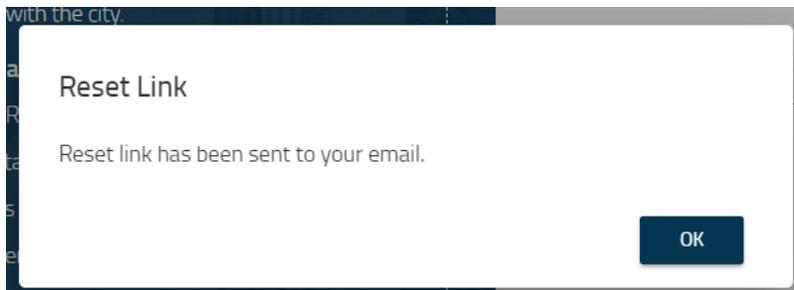


Questions? Contact the Alameda Rent Program at 510-747-7520 or rentprogram@alamedaca.gov

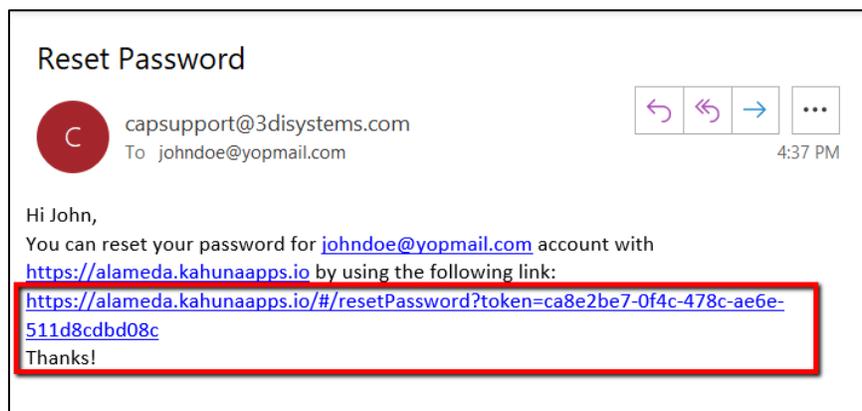
- Once the Email Address is entered, the 'SEND RESET LINK' button will be enabled (it will change from gray to blue in color). Click on the 'SEND RESET LINK' button. If there is not an account associated with the Email Address, an error will be displayed on the screen indicating that there is no record for the entered email address.



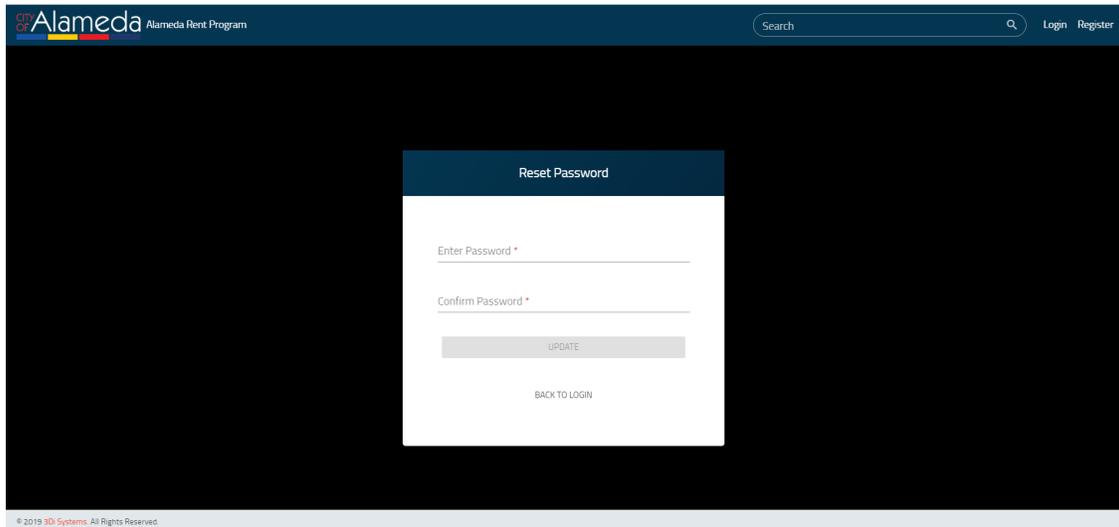
- When there is an account associated with the entered Email Address, the following pop-up will appear. Navigate to your email account to verify your Rent Registry account.



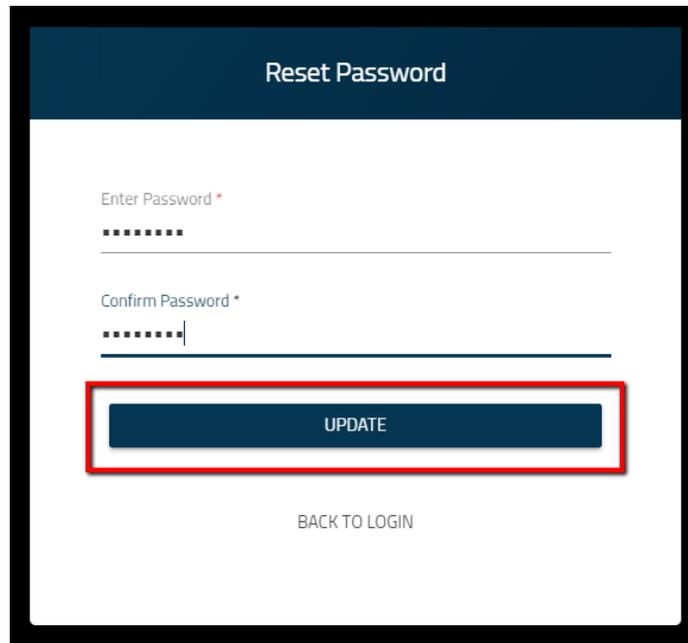
- Click on the verification link in the 'Reset Password' email. (If you did not receive a reset password email, check your SPAM folder. If it still did not arrive after 30 minutes, please contact the Alameda Rent Program and inform them the Reset Password Email did not arrive.)



- You will be redirected to a Reset Password screen. Enter your new password and confirm password. If the entered passwords do not match, an error message will be displayed on the screen.

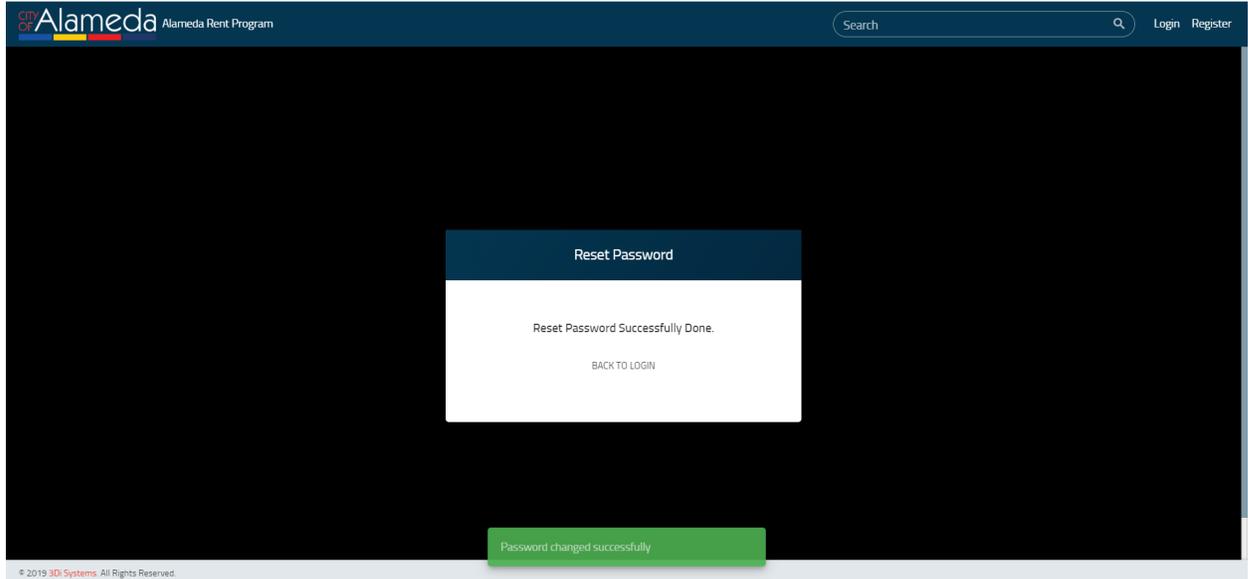


- Once the passwords are entered, the 'UPDATE' button will be enabled (it will change from gray to blue in color). Click on the Update button.



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8. If your password is successfully reset, you will see a message on the screen indicating the password update was successful. You can click on the 'BACK TO LOGIN' link to return to the Home Page and Login.



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