

How do I reset my password?

1 FROM THE LOGIN PAGE, CLICK  
FORGOT PASSWORD

2 ENTER YOUR USERNAME

3 YOUR NEW PASSWORD WILL  
BE SENT TO YOU

1. From the login page (depicted below) click the 'Forgot your password?' button (circled in red).

DAVID P. WEIKART  
CENTER FOR YOUTH  
PROGRAM QUALITY

Username

Password

Log In

[Forgot your password?](#)

By signing in, you agree to our [Privacy Policy](#)

2. This will bring you to the 'forgot password' page (depicted below). Enter your username into the field provided (circled in red), then hit the green 'send' button located directly below the username field.

DAVID P. WEIKART  
CENTER FOR YOUTH  
PROGRAM QUALITY

Username

Send

3. Once send is pressed an email containing your new password will be sent to the email account associated with your username.

NOTE: This will be the same account that the original welcome email was sent to. As with the welcome email, if the email does not arrive after a few minutes, be sure to check your spam/junk folder and refresh your browser (small looped arrow at the top of the browser window).

You will now need to return to the 'Log In' screen by either hitting the back button on your browser from the lost password screen, typing "[portal.cypq.org](http://portal.cypq.org)" into your browser, or clicking on the portal link in your email.

Log in using your same username but with the new password that was sent to you.

NOTE: As is the case with the standard log in, it may be easier for some users to simply copy the password from the email that was sent to them and paste it into the field provided. Any further questions regarding log in procedure once the new password is sent may be answered in the user guide section 'how do I log in?'