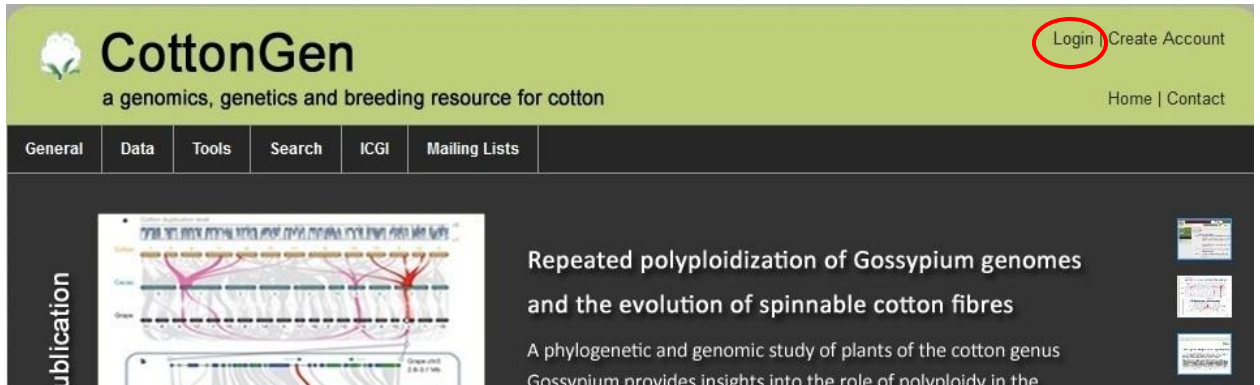


CottonGen/ICGI User Tutorial: **Forgotten your account/password**

If you forget your ICGI username and/or password that do not worry, you can retrieve your ICGI Membership Profile and reset your password by following the steps below:

1. Go to the CottonGen website at <http://www.cottongen.org> and click on **[Login]**



2. Click on **[Request new password]**, enter the email you used to register your account, and click on the button **[E-mail new password]**.

User account

[Create new account](#) [Log in](#) [Request new password](#)

Username or e-mail address: *

[E-mail new password](#)

3. If you are a registered user and the email is recognized by the system, you will receive an email about resetting your password. **Go to Step 5.**

User account

[Create new account](#) [Log in](#) [Request new password](#)

Further instructions have been sent to your e-mail address.

Username: *

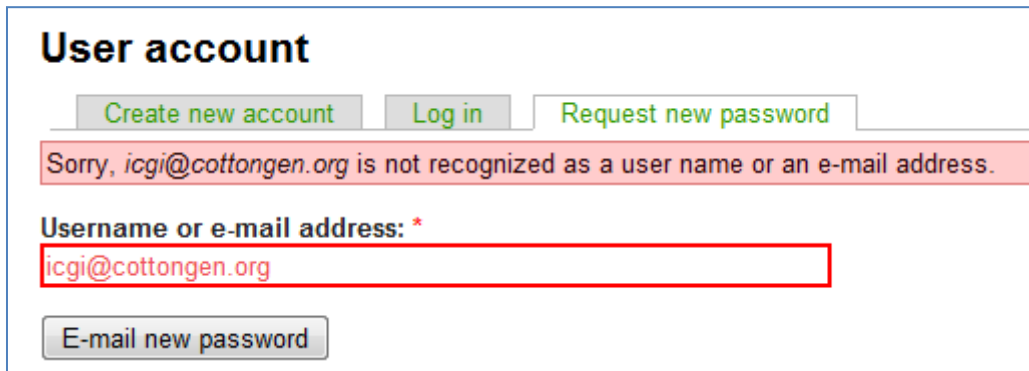
Enter your Cottongen username.

Password: *

Enter the password that accompanies your username.

[Log in](#)

4. If the email cannot be recognized, try a different email address.



User account

Create new account Log in Request new password

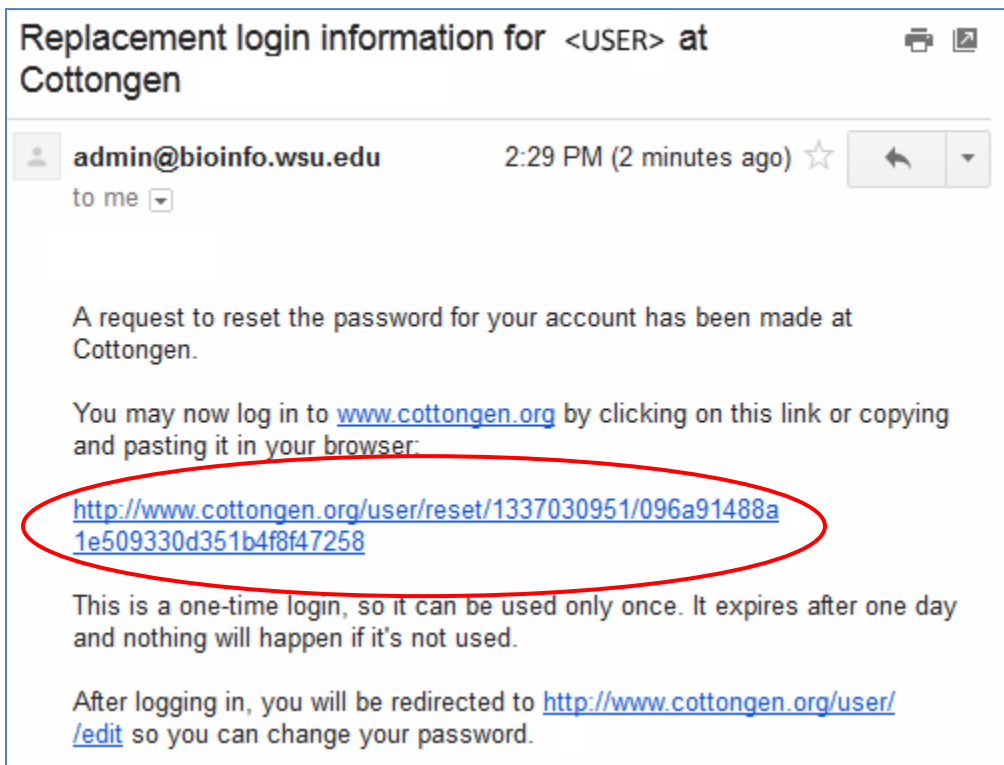
Sorry, icgi@cottongen.org is not recognized as a user name or an e-mail address.

Username or e-mail address: *

icgi@cottongen.org

E-mail new password

5. Go to your email Inbox, Looking for an email sent from admin@bio.wsu.edu. Then follow the link in the email to reset your account.



6. **[Important]** Please close your web browser BEFORE you click the one-time login URL provided within the email. This way will help you to get rid of old caches from your web browser.
7. If you don't receive any email, please clear your browser's cache and try again. If you still have a problem, please contact us using the online contact form (<http://www.cottongen.org/contact>) and we can reset the password for you.