



Forgot Username or Password

Main Residency Match and
Specialties Matching Service



All R3® Users

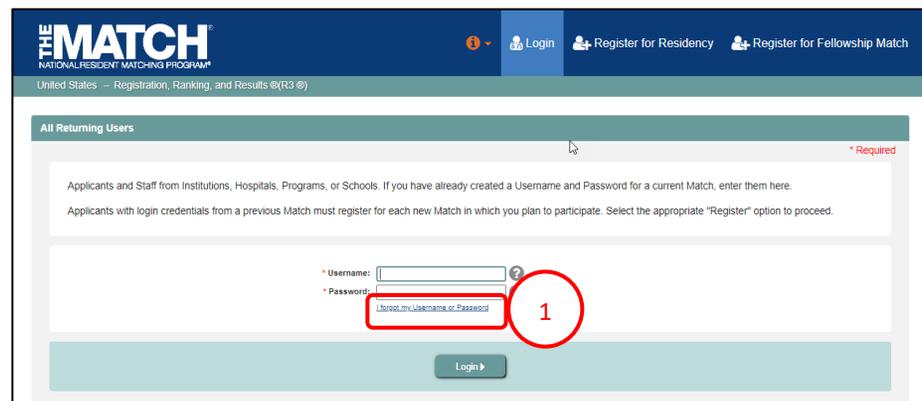
The screenshot shows the THE MATCH website interface. At the top, there is a navigation bar with the logo, a 'Login' button, and links to 'Register for Main Match' and 'Register for Fellowship Match'. Below the navigation bar, the page title is 'United States - Registration, Ranking, and Results ©(R3 ©)'. The main content area is divided into two sections:

- 1 Forgot Password**: This section has a red asterisk and the word 'Required' in red. It contains the instruction 'Enter your username below to reset your password.' and a text input field labeled '* Username:'. A 'Next >' button is located at the bottom of this section.
- 2 Forgot Username**: This section also has a red asterisk and the word 'Required' in red. It contains the instruction 'To have your username emailed to you, please enter the email address that you used to register on this website.' and a text input field labeled '* Email Address:'. A 'Next >' button is located at the bottom of this section.

If you have forgotten the password or username you created to access the R3® system, you can use the **I Forgot My Username or Password** link to update this information. Follow the instructions in this guide.

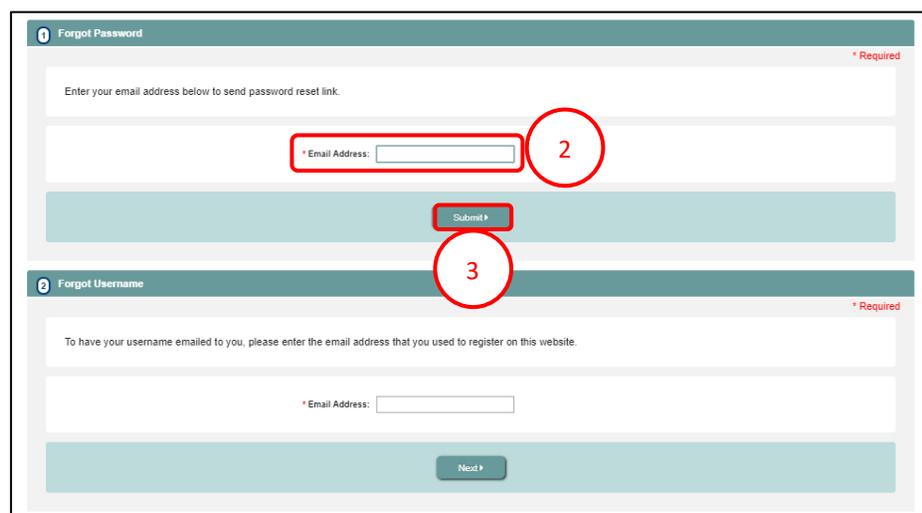
Forgot Password:

1. On the Login screen, click the “**I forgot my Username or Password**” link.



The **Forgot Password** and **Forgot Username** fields display.

2. Enter your **Email Address** in the applicable field.
3. Click **Submit**.

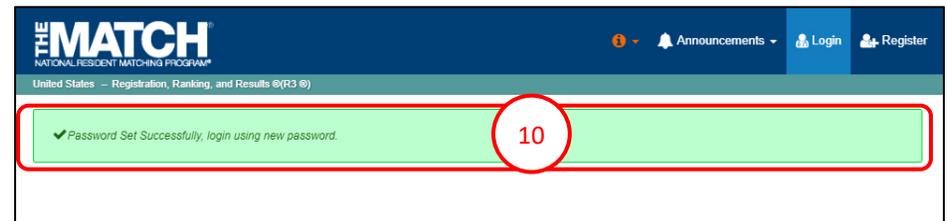
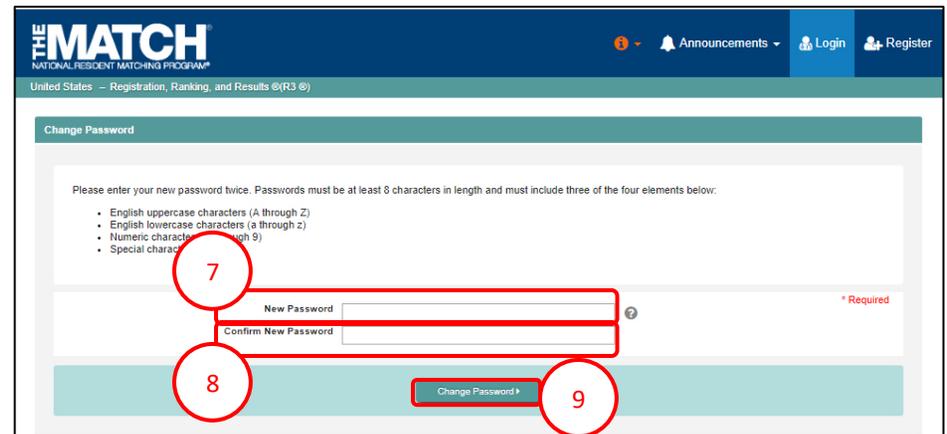
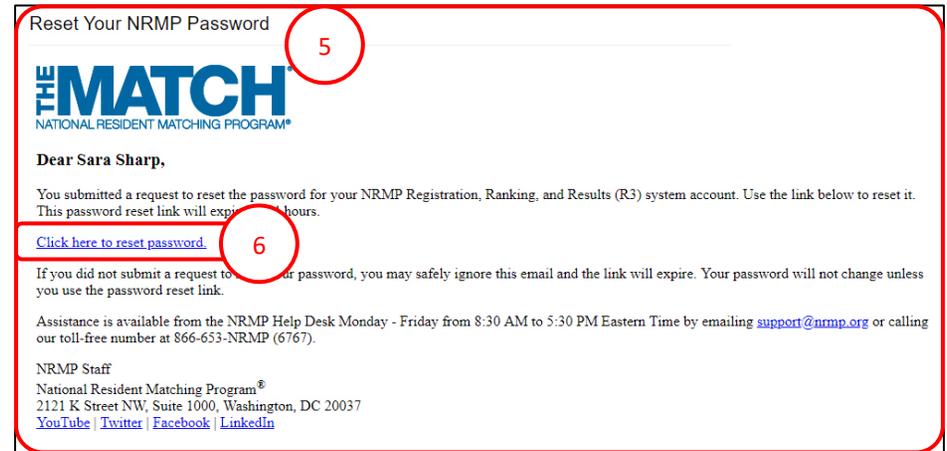


4. A green note displays indicating an email has been sent to your Inbox.



Forgot Password, continued:

5. View the message in your email Inbox.
6. Click the **Click here to reset password** link. Please note the password link will expire in 24 hours.
7. Enter a new password. Your password must:
 - a. Be alphanumeric
 - b. Contain at least 8 characters
 - 3 characters must be an uppercase letter, lowercase letter, a number, or special character (#!\$%)
8. Re-enter the new password.
9. Click **Change Password**.
10. A green note indicates your password has been reset successfully. Login using your new password.



To retrieve your username, follow the steps below.

Forgot Username:

1. In the **Forgot Username** section, enter your **Email Address** in the appropriate field.
2. Click **Next**.

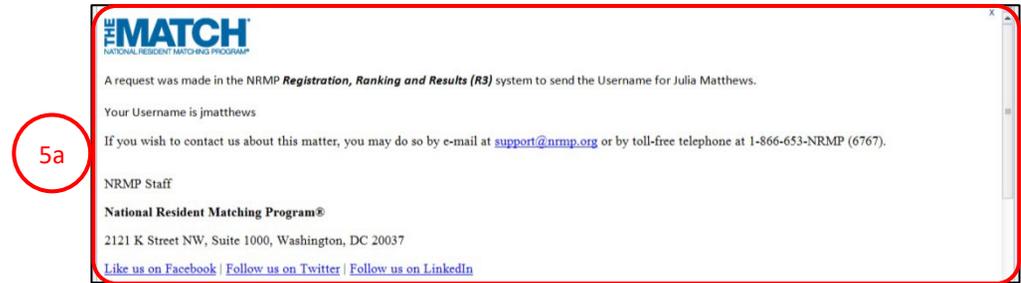
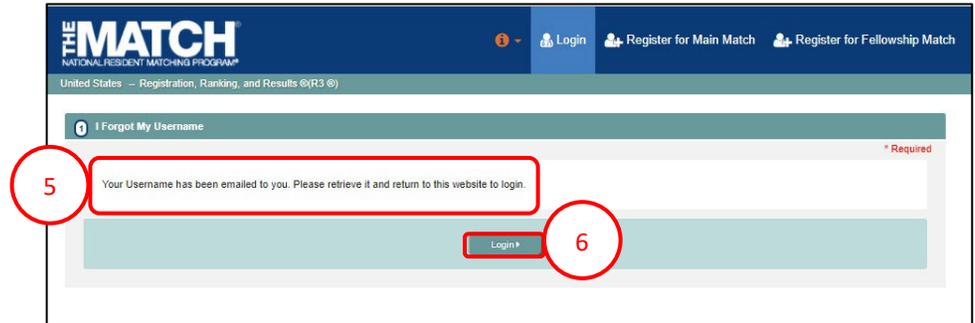
The screenshot shows the 'Forgot Username' step of the registration process. The page title is 'Forgot Username' and it is marked as 'Required'. The instruction reads: 'To have your username emailed to you, please enter the email address that you used to register on the'. There is a text input field for the email address, which is circled in red with the number '1'. Below the field is a 'Next' button, also circled in red with the number '2'. The page includes a navigation bar at the top with 'THE MATCH NATIONAL RESIDENT MATCHING PROGRAM' logo, 'Announcements', 'Login', 'Register for Main Match', and 'Register for Fellowship Match' options. The breadcrumb trail shows 'United States - Registration, Ranking, and Results @ (R3 @)'.

3. Answer the security questions you selected during registration.
 - a. If your answers to the security questions are invalid, contact the NRMP Help Desk at 866-653-6767 for further assistance.
4. Click **Send Email**.

The screenshot shows the 'Forgot My Username' step of the registration process. The page title is 'Forgot My Username' and it is marked as 'Required'. The instruction reads: 'Enter the following information to have your Username emailed to you.'. There are two text input fields for security questions: 'In what city or town did your parents meet?' and 'What is your closest sibling's middle name?'. Both fields are circled in red with the number '3'. Below the fields is a 'Send Email' button, also circled in red with the number '4'. The page includes a navigation bar at the top with 'THE MATCH NATIONAL RESIDENT MATCHING PROGRAM' logo, 'Login', 'Register for Main Match', and 'Register for Fellowship Match' options. The breadcrumb trail shows 'United States - Registration, Ranking, and Results @ (R3 @)'.

Forgot Username, continued:

5. A message displays indicating your username has been emailed to you.
 - a. Access your email to obtain your username.
6. Click **Login**.



7. The R3@ login screen displays. Enter your username and password.
8. Click **Login** to continue.

