

Passwords and Password Resets Summary

(creating and resetting your password)

This process applies to the online RIA MAP Certification Course located on www.mapmass.com.

1

Getting to Login

- Find email the afternoon before the class starts
- Check Spam folder if the email is not in your Inbox OR
- Search in your email for the term “neindex”
- Find your username/temporary password in the email
- Click the blue link below the username/temporary password OR cut and paste the link into a new browser

2

Logging In

- Go to Mapmass.com
- Find the Map Certification Course Box and click the “Enter Course” button
- Copy and paste or type your username into the username box
- Copy and paste or type your password into the password box
- Click “Login” button
- Change your password when the system asks **the temporary password from your welcome email will no longer work**

3

Resetting Your Password

- Go to the login screen at Mapmass.com
- Click on “Forgotten your username and password”
- Fill in either your Username OR Email Address and click the “Search” button
- Locate the email sent to your email address
 - Check Spam folder if the email is not in your Inbox OR Search your email for “neindex”
- Copy and paste the link in the email into a new browser and change your password

4

Things to Keep in Mind

- Make sure the email address you put into the email box is the one that your MAP Trainer used for registration
- The “Forgotten your username and password” feature **only works if you have successfully signed into the system once**
- If you've never signed in, contact CDDER for new login information (cdder@umassmed.edu)