

# 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](http://www.mapmass.com).

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### 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

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### Logging In

- Go to [Mapmass.com](http://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**

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### Resetting Your Password

- Go to the login screen at [Mapmass.com](http://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

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### 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
- You can use the “forgot password” link even if you’ve never logged in. Enter your email address and a link to reset your password will be immediately sent to you
- If the “forgot password” link does not work, contact CDDER ([cdder@umassmed.edu](mailto:cdder@umassmed.edu))