

## RECOVER USERNAME OR PASSWORD - Information For Affiliated Clubs

Your Club has been provided with a user name and password with which you can login in the Club Area of the FNZI website. Only when you are logged in, you can access the protected content in the Club Area.

This document describes how to deal with any issues regarding the login process, prior to logging in.

### USERNAME

Your Club has been assigned a username in the form of a 7-digit number. This username is unique for your Club and will never change.

### PASSWORD

Your Club has initially been given a password that is needed to login. You may have already changed this password to something that only you know. Your password must be kept in a safe place and only shared with a few members of your Committee who need to have login access to the Club Area on behalf of your Club. If someone changes the password, the others must of course know.

### RECOVER PASSWORD AND/OR USERNAME

In case you have forgotten either your username and/or password, go to the Club Area and look at the login panel at the top left. Click on [? Forgot Login?](#) the link.

Here you can specify for which field you need a reminder. In either case you will need to specify the email address. **This must be the email address of your Primary Contact** as it is defined in your Club's profile. The person in your Club who is the Primary contact will be able to give you the correct email address.

Once you have specified the correct email address, an email will be sent automatically to that email address with a link to reset your login details. If you have forgotten both username and password, this is a two-step process. Just follow the instructions. Because her/his email address is being used for this procedure, the Primary contact in your Club is the best person to do this recovery of your Club's login details.

After you have successfully logged in, you can change your password in the directory. See the document **About Username and Password** in the Support section.

### SUPPORT

**If for whatever reason you cannot resolve lost or forgotten login information, please email the webmaster. Use the Contact Form in the Contact Us section from the homepage. He will be able to help you with resetting your login information.**

**Please specify the name of your club as well as the username in all correspondence. He will also have to ask some security questions to verify that you are entitled to the login information of the club you specify. This is an obvious security measure.**

**If you want to be contacted by telephone, please also specify your phone number.**

**We are here to help.**