

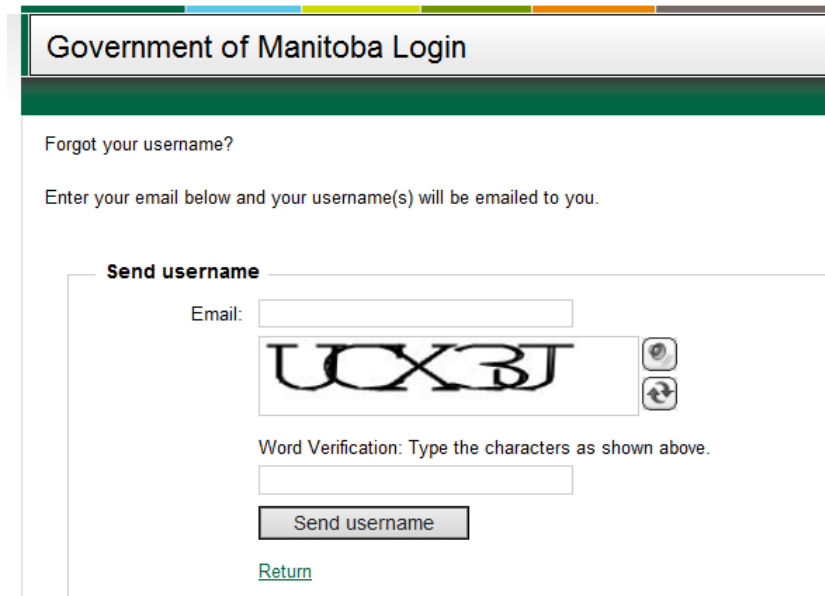
What To Do When:

Forgot Both Username and Password

Do **Forgot Username** followed by **Forgot Password**.

Client Forgot Username

1. Click on the **“Forgot username?”** link. The **“Send Username”** page will appear.



The screenshot shows the 'Government of Manitoba Login' page. At the top, there is a header with the text 'Government of Manitoba Login'. Below the header, there is a section titled 'Forgot your username?'. Underneath, it says 'Enter your email below and your username(s) will be emailed to you.' The main form is titled 'Send username' and contains an 'Email:' label followed by a text input field. Below the input field is a CAPTCHA image showing the characters 'UCX3T'. To the right of the CAPTCHA are two small icons: a magnifying glass and a refresh symbol. Below the CAPTCHA is the text 'Word Verification: Type the characters as shown above.' followed by another text input field. At the bottom of the form is a 'Send username' button and a 'Return' link.

2. Enter your email address (or whatever email address you used when you first signed up).
3. Enter the Word Verification check.
4. Click “Send Username” The username will be sent to your email.
5. If a message appears stating the username you entered does not exist, send an email to Mines_Br@gov.mb.ca with your Name, Business Name, Phone Number and reason for contacting Mines Branch.

Forgot Password

1. Click on the “**Forgot your password?**” link. The “**Reset Your Password**” page will appear.



The screenshot shows the 'Government of Manitoba Login' page. At the top, there is a header with the text 'Government of Manitoba Login'. Below the header, the text 'Forgot your password?' is displayed. Underneath, a message reads: 'Enter your username and email address below, and a new password will be emailed to you.' The main form is titled 'Reset Your Password' and contains the following fields and elements:

- A 'Username:' label followed by a text input field.
- A green link labeled 'Forgot username?' below the username field.
- An 'E-mail:' label followed by a text input field.
- A word verification image showing the word 'PIGSS' in a noisy, pixelated font. To the right of the image are two small circular icons: one with an eye and one with a refresh symbol.
- The text 'Word Verification: Type the characters as shown above.' below the image.
- A text input field for entering the verification characters.
- A 'Reset Password' button.
- A green link labeled 'Return' at the bottom of the form.

2. Enter your **username**.
3. Then enter your **email address**
4. Enter the **Word Verification** check.
6. Then click “**Reset Password**” A system generated password will be sent to your email.
7. If a message appears stating the username you entered does not exist, send an email to Mines_Br@gov.mb.ca with your Name, Business Name, Phone Number and reason for contacting Mines Branch.