# Protraxx- Retrieve/Change Username and/or Password

1. Go to https://www.protraxx.com/login.aspx
2. Click the link for **forget your username/password?**

3. Enter you **current email address**
4. Type encryption code
5. Click Send button

6. Check your email
7. Login with the username and password from email message
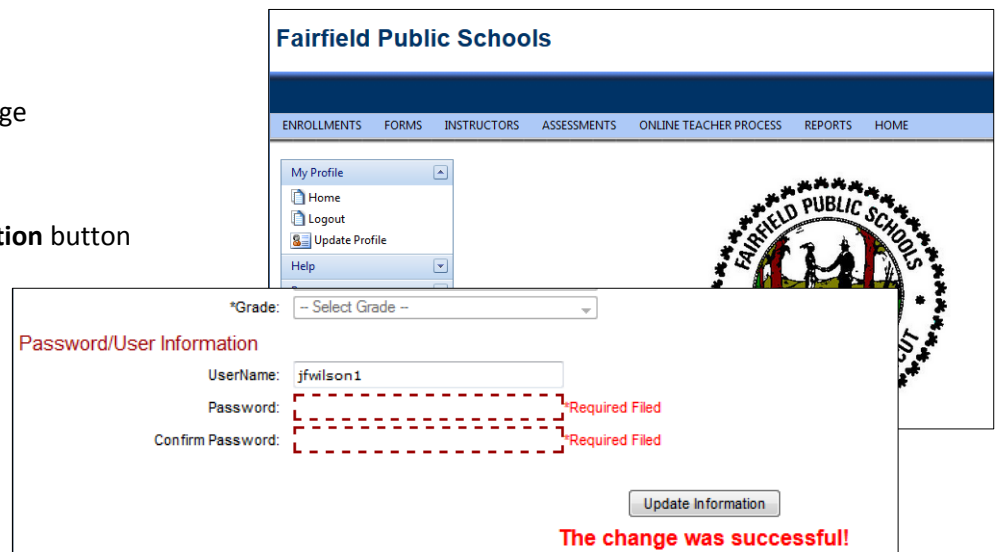
## If you want to change your username and/or password

**you cannot use dashes, colons, semi-colons or single or double quotes in your password.**

8. Go to **Update Profile**
9. Scroll to bottom of page
10. Enter new info
11. You cannot use
12. Click **Update Information** button