

## How To Retrieve Your Password (Individuals)

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Can't remember how to sign in to your individual profile? This manual shows you the steps to retrieve your ID number and password.

### 1. Go to [www.the-registry.org](http://www.the-registry.org)



1. Click FORGOT PASSWORD.

## 2. Fill in Your Information



We need a little more information from you to retrieve your password

User Type\*: **1**  Individual  Organization

Last Five Digits of SSN\*:  **2**

Birth Date\*:

**3**

1. Choose INDIVIDUAL if you need the password for your personal profile.
2. Fill in the last five numbers of your social security number and select your birthdate from the drop down menu.
3. Click SUBMIT.

## \*Account Not Found\*



An account could not be found using the information you provided. Please make sure you entered this information correctly. If you are unable to resolve this issue, please use the [Contact Us](#) form to request assistance.

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We need a little more information from you to retrieve your password

User Type\*:  Individual  Organization

Last Five Digits of SSN\*:

Birth Date\*:

1

Submit

Cancel

### If the information is incorrect, you will see this screen.

1. Correct the information and click SUBMIT.
2. If you are unable to resolve the issue, click CONTACT US. You will be directed to another screen. Describe the issue and leave your contact information and Registry staff will respond to you as soon as possible.

### 3. Security Question



Please provide an answer to the security question that you selected upon registration.

Question: What was your first pet's name?

Answer:

1

2

1. Answer the security question. **Note:** *If you do not know the answer to your security question, please call The Registry at 608.222.1123.*

2. Click SUBMIT.

### 4. Account Information Displayed



**Success!** Here is your user account information:

Your User ID is your Online Application ID: **94933**

Your Password is:

Return to the [Sign In Form](#) to sign in. If you continue to have trouble signing in or have any other questions, please feel free to [contact us](#).

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1. Click RETURN TO SIGN IN to sign in to your account.