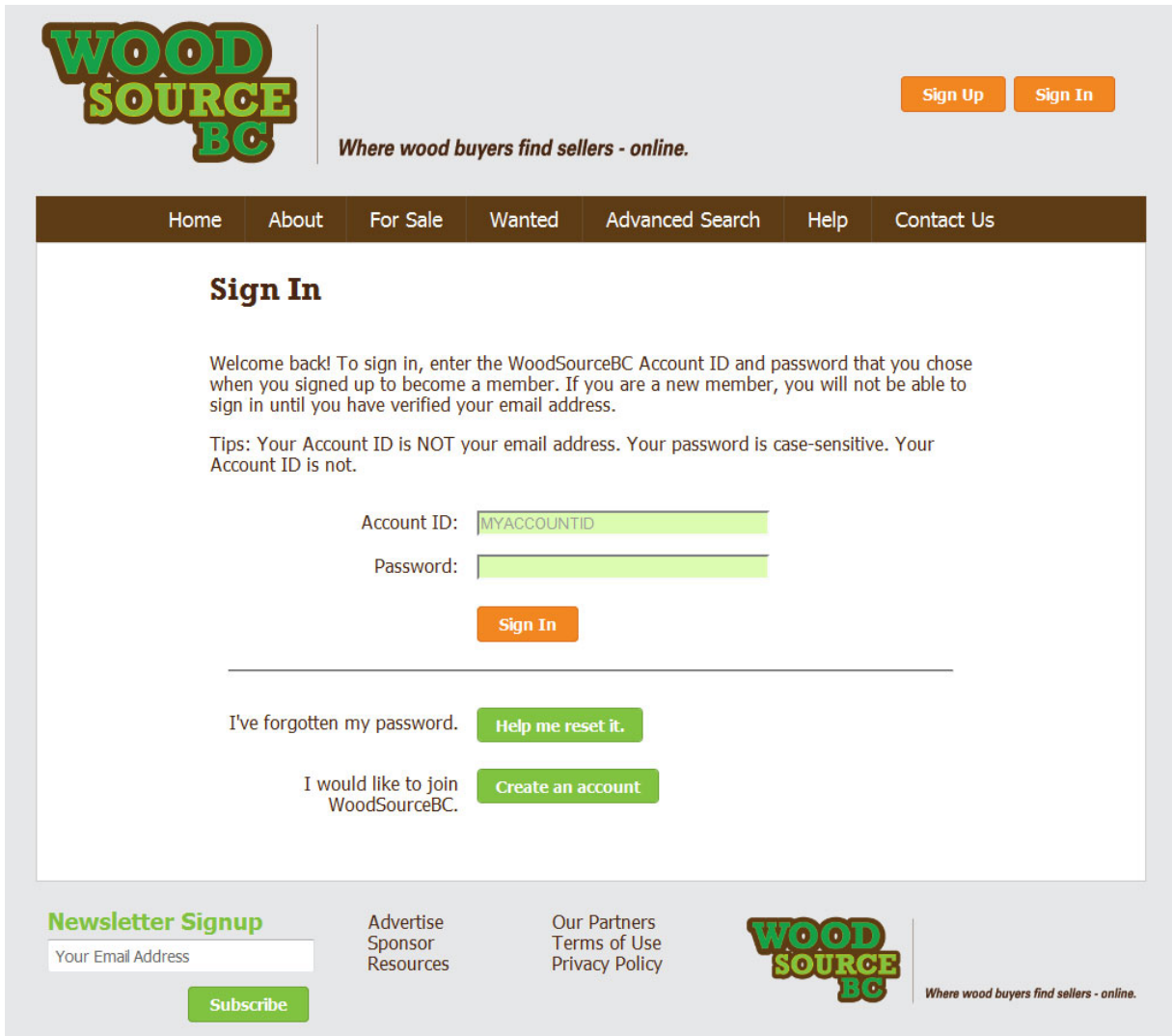


What do I do if I've forgotten my password?

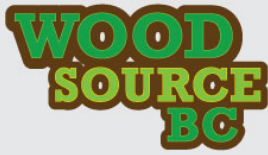
If you've forgotten your password, you can ask the system to send you a new password, with which you can log in. Once logged in you can change the password to one of your own choosing. Here's how:

1. Click on the **Sign In** button on the top right corner of the website. The following page opens:



The screenshot shows the WoodSourceBC website's sign-in page. At the top left is the WoodSourceBC logo. To its right is the tagline "Where wood buyers find sellers - online." In the top right corner, there are two orange buttons: "Sign Up" and "Sign In". Below this is a navigation bar with links: Home, About, For Sale, Wanted, Advanced Search, Help, and Contact Us. The main content area is titled "Sign In" and contains the following text: "Welcome back! To sign in, enter the WoodSourceBC Account ID and password that you chose when you signed up to become a member. If you are a new member, you will not be able to sign in until you have verified your email address." Below this is a tip: "Tips: Your Account ID is NOT your email address. Your password is case-sensitive. Your Account ID is not." There are two input fields: "Account ID:" with a placeholder "MYACCOUNTID" and "Password:". Below these is an orange "Sign In" button. At the bottom of the sign-in section, there are two links: "I've forgotten my password." with a green "Help me reset it." button, and "I would like to join WoodSourceBC." with a green "Create an account" button. The footer contains a "Newsletter Signup" section with a text input for "Your Email Address" and a green "Subscribe" button. To the right of the newsletter section are links for "Advertise Sponsor Resources", "Our Partners", "Terms of Use", and "Privacy Policy". The WoodSourceBC logo and tagline are repeated in the bottom right corner.

2. Click the **Help Me Reset It** button. A new page opens:



Where wood buyers find sellers - online.

Sign Up

Sign In

- Home
- About
- For Sale
- Wanted
- Advanced Search
- Help
- Contact Us

Reset Password

This page will help you reset your password if you have forgotten it. If you do remember your password and want to change it, do not use this page. Instead, log in and click **My Account** and then **Change Password**.

Please enter the security code below prior to clicking either of the buttons on this page.

Enter the text shown in the image below.



[\(I can't decipher this image. Please show me another.\)](#)

Because of the strict security we have in place, even the system administrator and the software itself cannot see your password. So we cannot remind you what your existing password is; we can only reset it. Here's how to reset your password:

1. Enter your Account ID in the field below. Remember your Account ID is NOT your email address. (If you have forgotten your Account ID, see the section further down this page.)
2. Click the **Reset my Password** button.
3. Log into your email account and find the message from WoodSourceBC (it may be in your spam folder) entitled "Please Confirm your Request to Reset your WoodSourceBC Password".
4. Click the link in that email.
5. Wait for another email to arrive from WoodSourceBC, entitled "Your New WoodSourceBC password." That will have a new password in it.
6. You can now log into the system with the new password and change it to a password of your choosing by clicking **My Account** and then **Change Password**.

Account ID:

Reset my Password

If you can't remember your Account ID, enter your email address in the box below and click **Send Me My Account IDs**. Then log into your email account to find an email from WoodSourceBC (it may be in your spam folder) entitled "Your WoodSourceBC Account IDs".

Email Address:

Send Me My Account IDs

Newsletter Signup

Your Email Address

Subscribe

Advertise
Sponsor
Resources

Our Partners
Terms of Use
Privacy Policy



Where wood buyers find sellers - online.

3. Read the text displayed in the security image, and type it into the box at the top of the page.
4. Scroll down and enter your Account ID in the box in the middle of the page. (What to do if you've forgotten your Account ID)
5. Click the **Reset my Password** button in the middle of the page.
6. Log into your email to find a message from WoodSourceBC containing a verification link. This message may end up in your spam/junk/bulk folder.
7. Click the verification link in the email. Wait for another email to arrive. This message may end up in your spam/junk/bulk folder.
8. The second email will have a new password in it. Use that to log in to the system.
9. You may wish to now change the password to one of your own choosing.