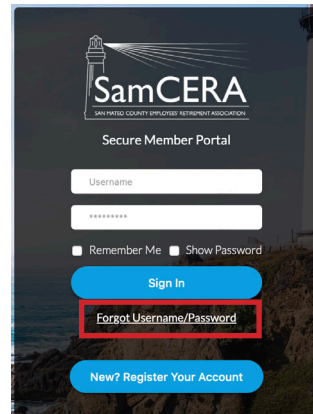


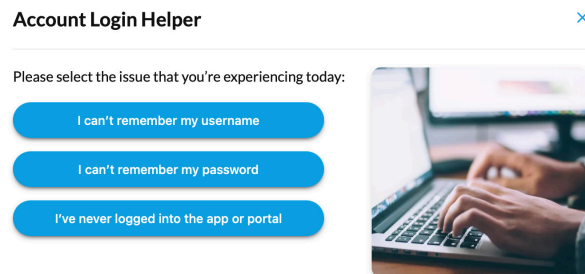
# My SamCERA Mobile App: How to Use the Account Login Helper

If you forgot your MySamCERA user name or password, you can regain access to your account by following the steps below.

## Step 1 - Click on the Forgot Username/Password link



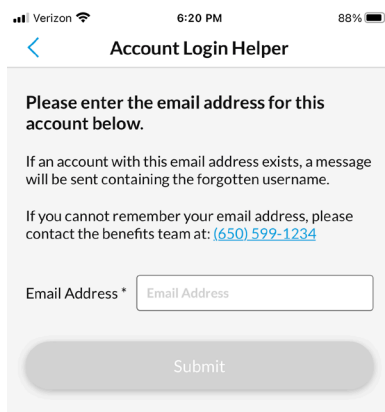
## Step 2 - Select I can't remember my username or I can't remember my password



## Step 3 - You will be required to provide information on the next screen, so we can validate your account

If you forgot your username, you'll be asked to enter the email address that you used when you first registered for MySamCERA.

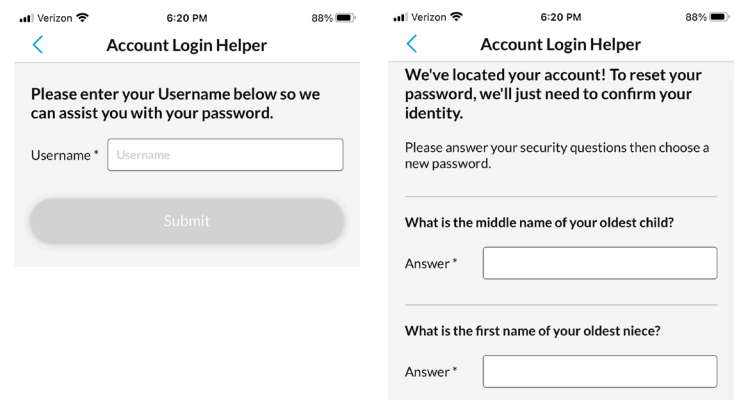
**Tip:** Make sure you do not have any extra spaces after your email



Your username will be sent to your email. This may be different from the email you used during registration.

If you forgot your password, you'll be asked to provide your username and answer security questions that you chose when you first registered for MySamCERA.

**Tip:** Make sure you do not have any extra spaces after your username

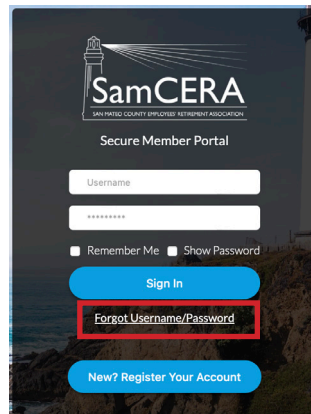


You'll be able to change your password after successfully answering the questions.

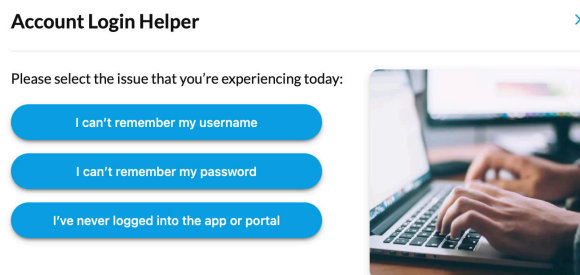
# My SamCERA Member Portal: How to Use the Account Login Helper

If you forgot your MySamCERA user name or password, you can regain access to your account by following the steps below.

## Step 1 - Click on the Forgot Username/Password link



## Step 2 - Select I can't remember my username or I can't remember my password



## Step 3 - You will be required to provide information on the next screen, so we can validate your account

**If you forgot your username**, you'll be asked to enter the email address that you used when you first registered for MySamCERA.

**Tip: Make sure you do not have any extra spaces after your email**

**Account Login Helper** ×

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Please enter the email address for this account below.

If an account with this email address exists, a message will be sent containing the forgotten username.

If you cannot remember your email address, please contact SamCERA at: (650) 599-1234 or (800) 339-0761.

Email Address\*

Your username will be sent to your email. This may be different from the email you used during registration.

**If you forgot your password**, you'll be asked to provide the username and answer security questions that you chose when you first registered for MySamCERA.

**Tip: Make sure you do not have any extra spaces after your username**

**Account Login Helper** ×

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Please enter your Username below so we can assist you with your password.

Username\*

You'll be able to change your password after successfully answering the questions.

# If you're unable to log in to your MySamCERA account

The MySamCERA mobile app and member portal provides secure, convenient access to your SamCERA account. If you are unable to log in to your account, follow these steps.

## If you are using a computer

1. Check your username and password
2. Clear the browsing history on your computer

## If you are using a mobile device

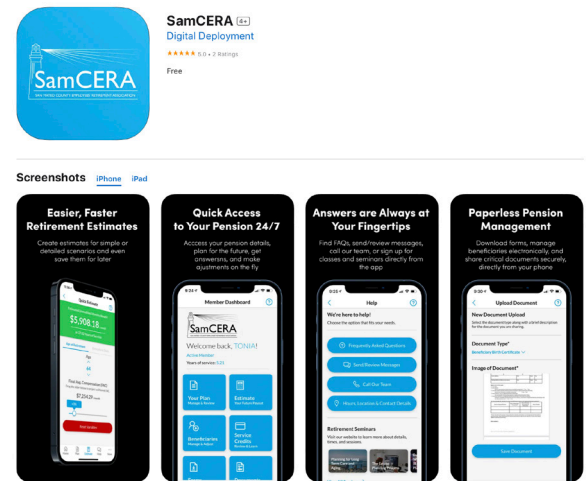
1. Check your username and password
2. If using the mobile app, delete/uninstall the app currently on your phone and install the latest version of the SamCERA app from the Apple Store or Google Play Store
3. Restart your phone

## If your password was reset by SamCERA staff

1. The first time you log in after your password is reset, you will be asked to create a new password.
2. Your new password:
  - must have a minimum of 8 characters
  - cannot have more than 15 characters
  - must include at least 1 number
  - must include at least 1 uppercase letter
  - must include at least 1 lowercase letter

## Contact SamCERA in the following situations

1. You did not receive a validation email after registering for MySamCERA
2. You want to verify your username
3. Your account is locked



**Need help or have questions?**

**Email [samcera@samcera.org](mailto:samcera@samcera.org) or call 800-339-0761 for assistance.**