

User Frequently Asked Questions (FAQ)

1. *Why can't I log in to myStrength?*

- Most frequently, this is related to login issues associated with the user's email address/password; please see email address/password FAQ (#2, below).
- If user still is not able to access myStrength, please contact us at customerservice@mystrength.com, and myStrength will troubleshoot.

2. *How can I reset my password?*

- Most email address/password issues are related to one of the following:
 1. Email address and password are case sensitive. Ask user if they are entering their e-mail and password in the same case as originally registered.
 2. User forgot their password. There is a "[Forgot password?](#)" link on the login page. Clicking the link will allow user to reset their password via an email link.
- Users can reset their passwords at any time from the [Settings](#) page on the left-hand navigation bar of the homepage. Under Profile, user can enter an updated Email, then click "Update Profile." This is recommended if a password may have been compromised.
- **NOTE: Passwords must contain between 8-30 characters, 1 uppercase letter, 1 lowercase letter, and one number.**
- If user is still unable to access the site, email customerservice@mystrength.com and myStrength will resolve.

3. *Is my personal information safe?*

- At myStrength we have a very strong privacy policy that can be accessed from our home page at <https://www.mystrength.com/privacy-policy/>. Our site is encrypted and hosted securely, so you can be assured that personal information is safe and secure within the myStrength site.

4. *How do I (PROFESSIONAL myStrength user) Bookmark/Save the Online Referral Form?*

It's easy to share myStrength with consumers by using the Online Referral Form, and even easier if you have that form at your fingertips in your favorites or bookmarks menu! Here's how:

- Copy and paste the Online Referral Form URL into your internet browser, and press enter.
- Bookmark / Save the Online Referral Form as a Favorite.
 1. In Internet Explorer, click on the **Favorites button** (star icon) just below the browser address bar, on left corner of the page.
 2. In Chrome, click on the **white star icon** within the **browser address bar** (where you type in the web address). The star will turn yellow when the bookmark has been saved.
- To return to the Bookmarked / Saved form:
 1. In Internet Explorer, click on the myStrength Referral icon in your Favorites bar.
 2. In Chrome, click on Bookmarks menu, then select **myStrength Referral**.