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Intent Retrieved Username Incorrect
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│ Intent
▼
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#Intent_Retrieved_Username_Incorrect
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Was this information helpful?
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```
$waSession.customerType=="CONS"
```

I can help you with that! What if I forgot my user ID? It's easy to recover your user ID. Here's what to do:
1. Go to the Forgot ID page.
2. Enter the email you provided when you set up your ID.
3. Follow the prompts.
FYI: If you don't remember what email you used, choose Forgot contact email. If you have more than one ID with the same contact email, your Forgot ID email will list them all.