**Forgot Your Password?**

It happens to the best of us—forgetting a password or finding that your reset link has expired. The good news is it’s easy to get back into your moonstride account by following a simple self-service process.

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**1. How to Reset Your Password**

If you can’t remember your password, or if your password reset link has expired, just follow these steps:

1. **Go to the moonstride login page.**
2. **Click on "Forgot password?"** You’ll find this link just below the login button.

*Insert screenshot here of moonstride login screen with “Forgot password?” highlighted (see below):*

1. **Enter your Username and the Captcha code.**
   * Type your username in the box provided.
   * Enter the characters shown in the Captcha field (this helps keep your login secure).

*Insert screenshot here showing the Username and Captcha entry fields.*

1. **Click on the "Submit" button.**
2. **Check your registered email inbox.**
   * If your username is valid, you’ll receive an email at the address linked to your account.
   * The email will contain a secure link to reset your password.
3. **Click the “Reset Password” link in the email.**
   * Follow the instructions to set a new secure password.
4. **Return to the moonstride login page.**
   * Enter your username and your new password to access your account.

**2. Troubleshooting & Tips**

* **Didn’t receive the email?**
  + Check your Junk or Spam folder.
  + Make sure you entered your username correctly.
  + If you still can’t find the email, contact your system administrator or the moonstride support team.
* **Password reset link expired?**
  + Return to the login page and repeat the steps above to request a fresh reset link.
* **Choose a strong password:** For your security, make sure your new password is unique and not used on other sites.

**3. See Also**

* [Change Your Password (After Logging In)](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Having Trouble Logging In?](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Contact the moonstride Support Team](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)

**Need further help?** If you’re still unable to access your account, our friendly support team is always here to help you get back on track.