How-To | Recovering Visitor Usernames and Passwords

Step 1: Proceed to our website at **https://cme.uchicago.edu** and click "Visitor Login" in the upper right corner of the page.

- If you see your name instead of the login options below, **you are already logged in.**
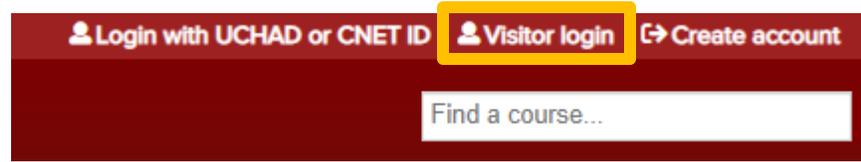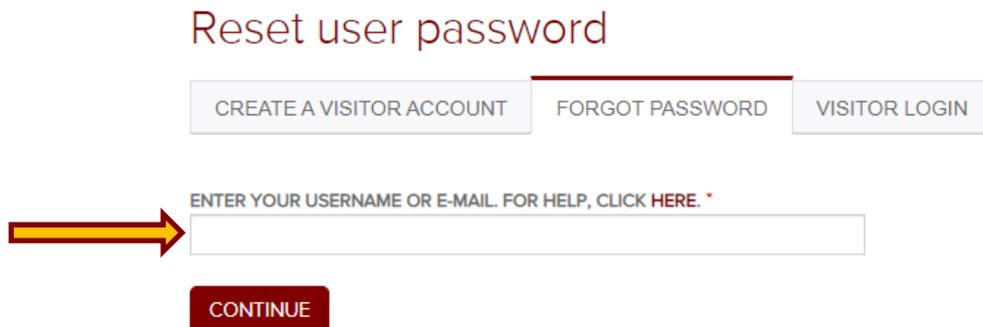

Step 2: Click "Forgot Password".

Step 3: Enter the username or e-mail address associated to your account and click "Continue".

- **If you forgot your username**, enter your e-mail to retrieve your username in upcoming steps.

Step 4: In your e-mail, you will receive a one-time login link, click it. If you don't see the e-mail:

- Please give the e-mail a couple of minutes to populate in your inbox.
- Check your junk/spam inbox and make sure your network allows external e-mails.

Step 5: The login link will populate the screen below, where you will find your username in the first line of text. To change your password, click "Log in".
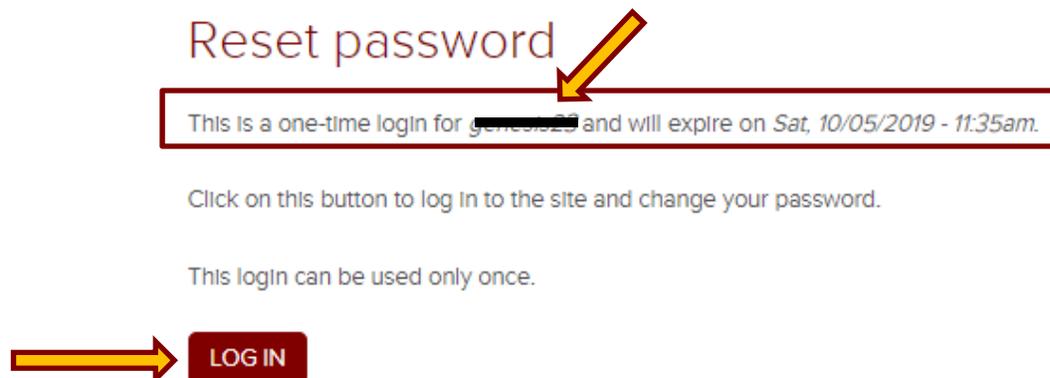
Step 6: You are now logged into your account. Change your password and hit "Save"!

- Please note that after changing your password, **you will remain logged into your account.**

To change the current user password, enter the new password in both fields.

PASSWORD

Password strength:

CONFIRM PASSWORD

USERNAME & PASSWORD TROUBLESHOOTING TIPS

Don't assume your username is your e-mail address.

- Learners with visitor accounts set their own usernames. If your e-mail isn't working as your username, you more than likely didn't set it that way!

Are you sure you're not already logged in?

- It's a common occurrence that learners are trying to follow password reset instructions while logged in! If you're on our website, just look at the top right of the page. If you see your name instead of login options, you're already logged in.

Your browser may be filling in outdated or incorrect login information.

- If you've told your browser to remember any login information, it's possible it's filling in usernames and passwords that are outdated or for another site entirely. Try manually entering your username and password instead.

STILL HAVING TROUBLE?

If you experience issues changing your password, a CME representative can assist you through the process. **However, CME representatives are not able to change your password on your behalf for privacy reasons.** For more information, refer to our Privacy Policy: **cme.uchicago.edu/CMEprivacypolicy**

CONTACT US

For any additional questions, please contact the CME office at **cme@bsd.uchicago.edu**.