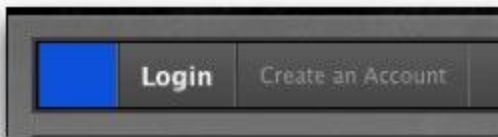


Commonly asked account question:

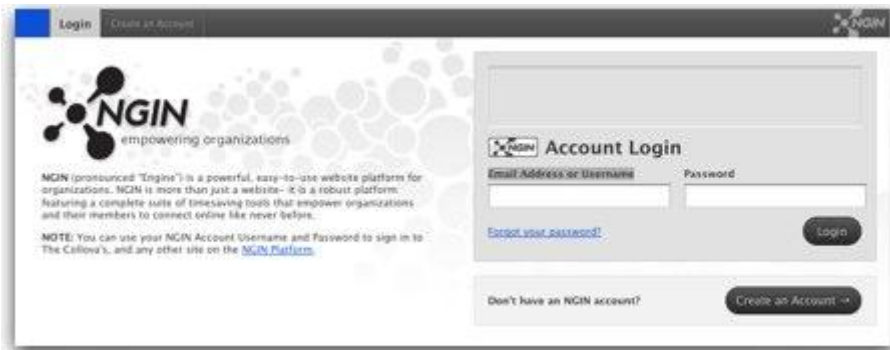
How do I change my primary email address or add a secondary email to my account?

To change your primary email address follow **ALL** steps below:
(To add a secondary email to your account only follow steps 1-8)

1. **Login** into your NGIN Network account by clicking on the "**Login**" button/link found in the upper left corner of the website.



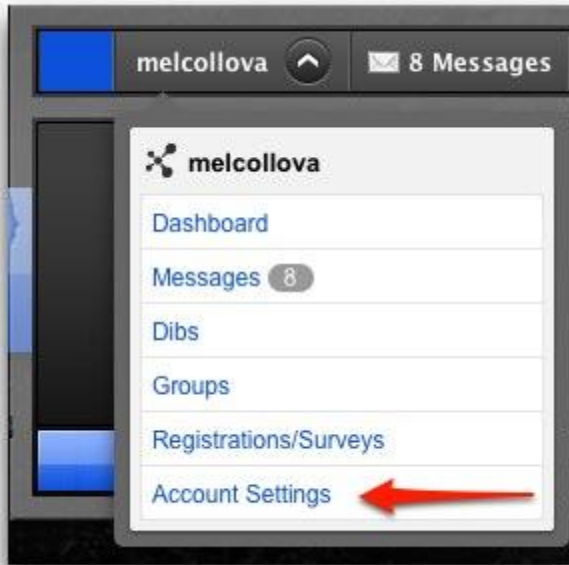
2. You will now see a screen where you will enter your email address/username (if you do not know your username, simply enter your email address) followed by your **password**. (if you do not know your password, click the 'forgot your password' link and the system will automatically send password reset instructions to the email address you entered)



3. Once you are successfully logged in, you will see your username appear in the upper left corner of the website



4. Click on the drop down arrow next your username to **access** your account menu
5. Click the **Account Settings** option



- Whether you are changing a primary email or adding a secondary email address to your account, you will first need to add the new email. To do this, click the Add Email Address link next to the Email Addresses section.

Email Addresses  [Add Email Address](#)

- Enter the new email address in the field provided to add it to your account.
- Upon adding a new email address, a confirmation email will be sent to the new email address. If you do not see the verification email in your Inbox after a couple of minutes, be sure to check your Spam/Junk folder. This email address will remain in a 'pending' state until you confirm it.
- When the verification email is received click on the verification link within the email to confirm the new email address.
- This will bring you back to your NGIN Account.
- Within your NGIN Account Settings, you will now see the email address you added listed as a secondary email. (You can add multiple secondary emails to your account). Please Note: Secondary emails DO NOT receive order or account emails such as password resets or registration confirmations. Secondary email addresses only receive profile notifications sent by an organization.

**STOP HERE IF YOU ARE SIMPLY ADDING A SECONDARY EMAIL TO YOUR ACCOUNT
CONTINUE TO STEP 12 IF YOU WANT TO MAKE THIS YOUR PRIMARY EMAIL**

- Click the Make Primary link next to the secondary email address if you would like to make that your new primary email



- You will now see that your new email address has been made the Primary Email and the old primary email will now be listed as a secondary email. If you would like to permanently remove this email address from your account, click the **Remove link**.

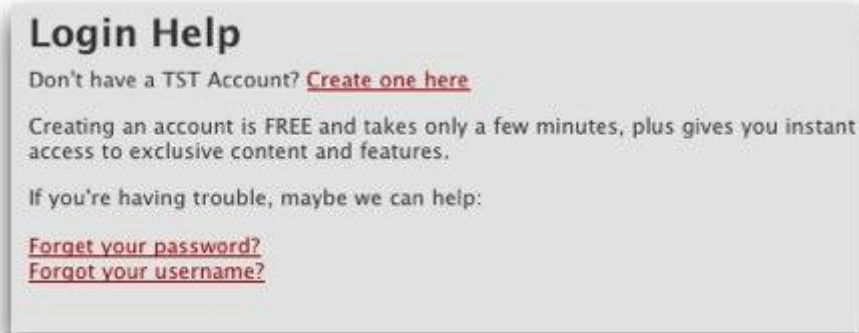
I forgot my Username or Password

If you have not yet requested a password reset, that would be the first step. To do this:

1. Click on the **login** at the top left of the page



2. Click on the '**forgot your password?**' or '**forgot your username?**' link off to the right side.



3. This will prompt you to enter your username or email address- please do this and hit '**submit**'
4. An email will then be sent to your primary email address you used to create your account with additional instructions.
5. Click on the link in the email to initiate the password reset. (If this does not work, try copy and pasting the link into your web browser/address bar)
6. The system will then prompt you to type in a new password if clicked that you forgot your password.
7. Once a new password is typed in, you will automatically be logged into the system

*** If you don't receive the email within a couple of minutes, be sure to check your Spam/Junk folder in case the email gets flagged as Spam.**

How do I merge my accounts?

To protect your account and your identity, we are requiring that each unique email address belongs to a single NGIN Account. If you already have more than one NGIN account, but each account is using a different email address, then this would not apply to you. This only applies to those accounts that were created back when we allowed you to use the same email address for multiple accounts.

You will know if this applies to you if you see "**Account Action Required!**" You will have two options:

Option 1: Combine accounts

Option 2: Change the email address and keep the accounts separate

To Combine Accounts:

1. Click on the Username you would like to keep.
2. Enter your password for the account you did NOT select and hit submit to verify that is your account. *If you forgot your password, click on the 'forgot your password?' link.

If you would like to **keep the two accounts separate**, you will need to choose the Change Email Address option:

1. Enter a new email address for the additional account and click on Submit
2. Upon submission, a confirmation message will be sent to the newly provided email address. You will be required to click on the link within the email to complete the process