

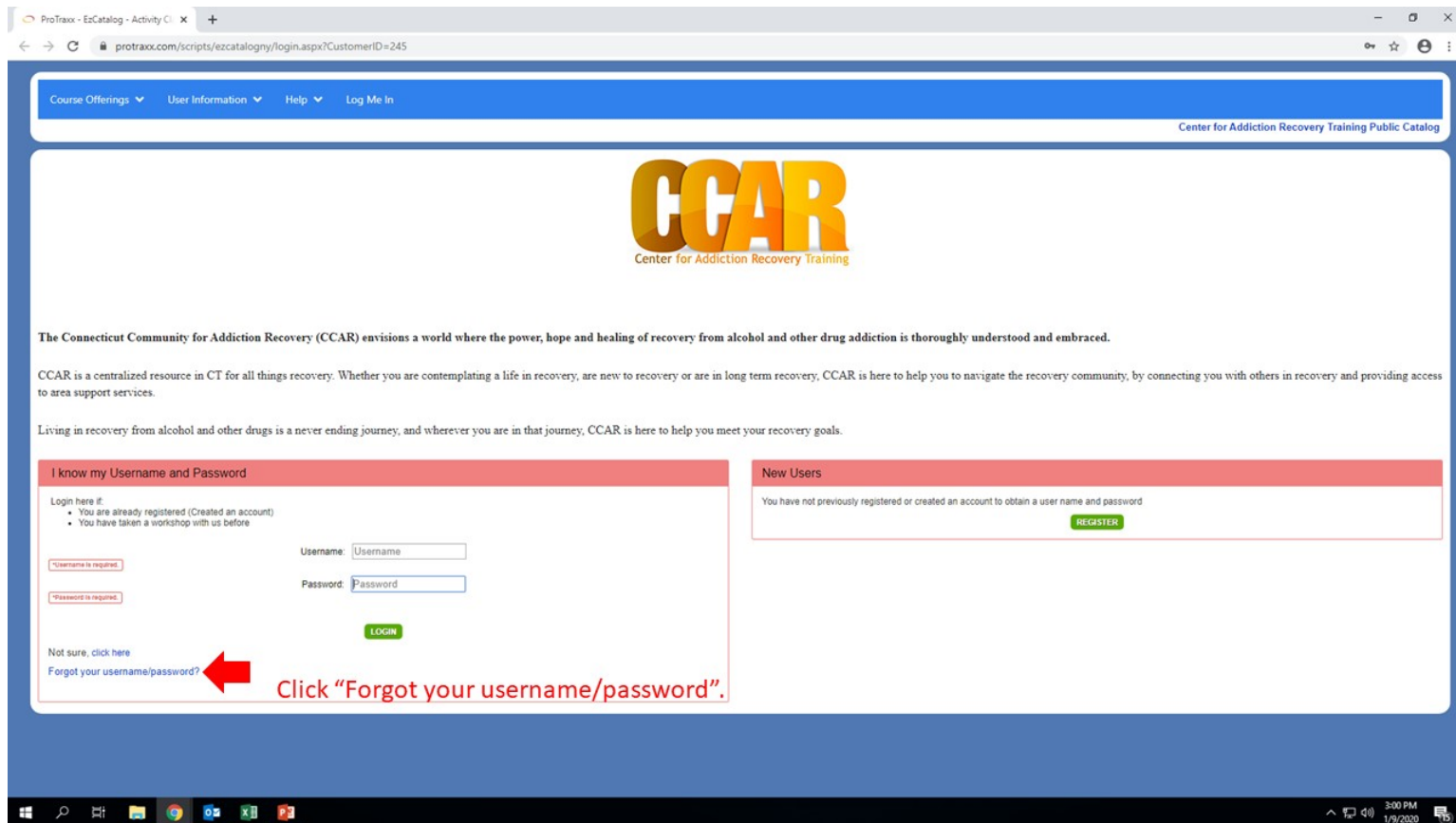
Forgot Username/Password Instructions

Forgetting your username or password happens, everything needs a login these days, each require different standards.

If this happens for your Protraxx account please use this link and follow the steps below,
<https://www.protraxx.com/scripts/ezcatalogny/login.aspx?CustomerID=245>.

Please carefully check both your work email, personal email, etc., if one does not produce the results.

Step One:



The screenshot shows a web browser window displaying the login page for the Center for Addiction Recovery Training (CCAR). The page has a blue header with navigation links: "Course Offerings", "User Information", "Help", and "Log Me In". The CCAR logo is prominently displayed in the center. Below the logo, there is a paragraph of text about the organization's mission. The main content area is divided into two sections: "I know my Username and Password" and "New Users". The "I know my Username and Password" section contains a login form with fields for "Username" and "Password", a "LOGIN" button, and a link for "Forgot your username/password?". A red arrow points to this link, and a red text annotation below it says "Click 'Forgot your username/password'". The "New Users" section contains a "REGISTER" button. The browser's address bar shows the URL: "protraxx.com/scripts/ezcatalogny/login.aspx?CustomerID=245". The Windows taskbar at the bottom shows the time as 3:00 PM on 1/9/2020.

Step Two (Final Step):

The screenshot shows a web browser window with the URL `protraxx.com/scripts/ezcatalogny/LookupPassword.aspx?CustomerID=245`. The page has a blue header with navigation links: "Course Offerings", "User Information", "Help", and "Log Me In". The main content area is titled "Enter your email address to receive your Username and Password!". Below the title, there is a note: "If you believe you are a registered user, enter your email below, and your Username and Password will be sent to you if your account is found within our system." A yellow warning box states: "*Please check both your work email and personal email(s) if your email is not found!". The form includes a "Please Enter Email:" field, a CAPTCHA image showing the code "KX2DE" (circled in red), and a "What code is in the image?" input field. A green "Send Username and Password" button is at the bottom right, with a "Back to Login" link below it. Red arrows point to the email field, the CAPTCHA image, and the "Send Username and Password" button. Red text instructions on the right side of the page read: "Enter your email address. Enter the code in the image (note the red circle will be the image, not all images are the same). Click 'Send Username and Password'." The Windows taskbar at the bottom shows the time as 3:01 PM on 1/9/2020.

If you have any problems and cannot complete this request, please reach out to cart@ccar.us. Please allow at least 48 hours for assistance.