

LiveText HelpCenter: General Information

Forgot Username and/or Password

Retrieve Username

If you would like to have your username e-mailed to you, follow these steps:

1. In the upper right corner of your browser window and to the right of the **Login** button, click the "**Forgot?**" link.
2. Click the link **I forgot my Username**.
3. Enter the primary address on your LiveText account.

Resetting Your Password

Password Reset by Email

If you would like to receive an e-mail with a link to reset your password, follow these steps:

1. In the upper right corner of your browser window and to the right of the **Login** button, click the "**Forgot?**" link.
2. Enter the primary e-mail address on your LiveText account.
3. Click the **Continue** button.
4. Make sure the first choice (Email to) is selected.
5. Click the **Continue** button.
6. Check your e-mail account. Look for an e-mail from **support@livetext.com** with a subject line that begins with **LiveText Password Reset Code for**.
7. Within the e-mail you've received, click the link provided. This should take you back to the LiveText website and you should see a message stating **Reset your password**.
8. Enter a new password for your account in the textboxes labeled **New Password** and **Confirm New Password**. The password must be identical in both boxes. The password must be at least six characters in length and contain a mix of character types with at least two from the following categories: uppercase letters, lowercase letters, numeral, and symbols.
9. Click the **Continue** button. At this point, you will receive a confirmation message on screen that states your new password has been reset successfully.
10. Click the link **Continue to your LiveText Membership account**.

Password Reset by answering Security Question

The following steps will enable you to reset the password on your LiveText account by answering your security question (if you forgot your password or your password isn't working). The process does NOT involve sending you any e-mail. These steps will work even if your primary e-mail address is no longer valid.

1. In the upper right corner of your browser window and to the right of the **Login** button, click the "**Forgot?**" link.
2. Enter the primary email address on your LiveText account.
3. Click the **Continue** button.
4. Select **Answer a security question**.
5. Click the **Continue** button.
6. In the box labeled **Username**, enter your *username*.
7. Click the **Continue** button.
8. You will be asked your security question. In the **Answer** textbox, answer the question. You must provide the exact wording of the answer you entered at the time you set up the question, answer, and hint.
9. Click the **Continue** button.
10. If you've entered the correct answer, you will be asked to enter a new password for your account. Enter a new password for your account in the textboxes labeled **New Password** and **Confirm New Password**. The password must be identical in both boxes. The password must be at least six characters in length and contain a mix of character types with at least two from the following categories: uppercase letters, lowercase letters, numeral, and symbols.
11. Click the **Continue** button. At this point, you will receive a confirmation message on screen that states **your new password has been reset successfully**.
12. Click the **Continue to your LiveText Membership account** link.