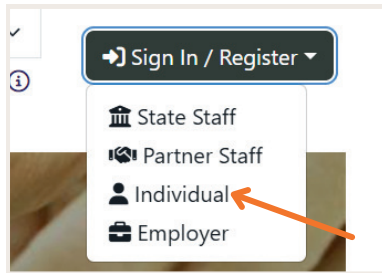
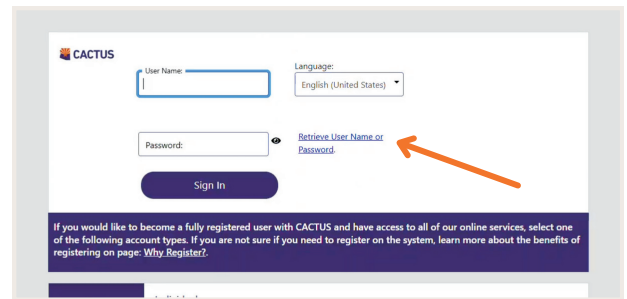


How to Retrieve Your CACTUS Username and Create Your Password

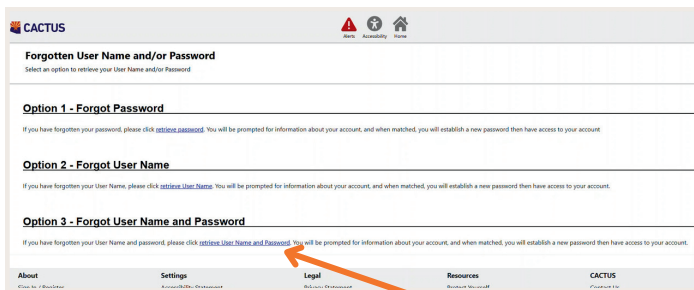
- 1 Go to the CACTUS login page. Click “Sign In/Register” and choose “Individual.”



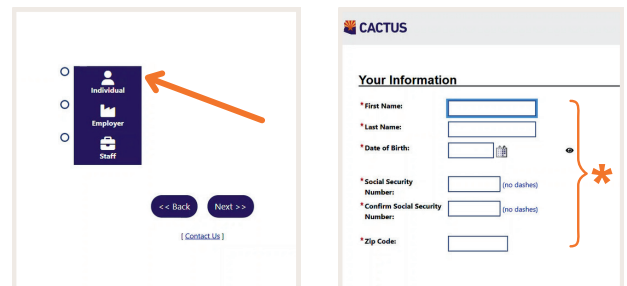
- 2 Click “Retrieve User Name or Password.”



- 3 On the next page, scroll down and click on “retrieve User Name and Password.”



- 4 Select “Individual” and enter the requested personal information.*



- 5 Some users might be directed to [ID.me](#) for further verification. Once you are verified, you will be directed back to retrieve your username and create a new password.

- 6 View your username.** Write it down and save it in a safe place.

- 7 Create a new password.*** Follow the password rules and click Save.

A screenshot of the CACTUS 'Reset Password' page. The page has a title 'Reset Password' and a subtitle 'Your information has been verified. We recommend you reset your pas'. There are three main sections: '*Username:' with the value 'JOHNCLAIMANT1020@' and an orange asterisk; '*Enter New Password:' with a password field and an orange asterisk; and '*Confirm New Password:' with a password field and an orange asterisk. Below the password fields, there is a note: 'Enter Password (8 - 18 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character. Allowable characters are # @ \$ % ^ . ! * _ +).' and an orange asterisk.

Watch a video for how to retrieve your username and password:

English:



Español:

