

**If you have forgotten your username and/or password please follow these steps:**

1. [www.nsp.org](http://www.nsp.org) >
2. Member Services >
3. Trouble Logging On? >
4. **DO NOT** fill in any of the blanks, click RESET MY PASSWORD >
5. Enter Email Address >
6. Submit.

An automatically generated email will be sent to the address we have on file for you with your login information. The password that is generated will be full of symbols and random characters. This can be very hard to duplicate manually. Please **copy and paste** the auto-generated password to access your account. Once you are logged into your Member Services page, you will see a link within the “Quick Links” box called “Update Password.” Click this to change your password to something easier to remember.

**If you cannot get your auto-generated password to work:**

***Be sure to copy and paste the auto-generated password, as it can be tricky to duplicate manually.*** You will only need to use that password once. Once you’ve logged in, you will see a link that says “Update Password” on the member homepage under “Quick Links.” This will allow you to reset your password to something more easily remembered.