

Help for logging in

Got everything you need?

Before you start, make sure you received an email from M2MentalMedia giving you a User Name and password to access your M2MentalMedia account. You'll need the password from that email.

If you haven't received an email, visit M2MentalMedia.com to find out about our line of programs.

It's a good idea to add this website to your "Favorites" or "Bookmarks" so you can access it easily.

Logging in

1. In Login to Site, type in the username and password that was in the email you received.

Tip: If you're the only person with access to the computer you're using, you can click "Remember me next time."

If you make a typing mistake, don't worry. You have 5 chances to get your User Name and password correct. After that, the program locks you out, and you'll need to contact your administrator.

2. Click Login.

First time you log in

The first time you log in, there are three simple "start-up" things you need to do, to get up and running on the system. You'll need to:

- select a security question
- enter a password
- read the disclaimer

Select a security question: This means you need to pick a question from the list that only you know the answer to. This question and answer identifies you, uniquely and securely, so another person can't open your account.

1. For the question, "Would you like to add/change your security question", check the **Yes** box.
2. Select a security question.
3. Type your answer to the question.

The security question and your answer validate your identity when you want to change your password.

Enter your password:

1. In New Password, type in your password.

A password must be at least 7 characters long, and contain a special character, for example, pass\$word.

2. In Confirm New Password, type in your new password again.
3. Click Finish.

Read the disclaimer:

1. Read the Disclaimer.
2. Click I Agree.

The I Agree button is grayed out until you scroll through the entire disclaimer.

Your program

If you're enrolled in one program, the home page for that program is displayed.

If you're enrolled in more than one program, you'll need to select the program you want to work on. For help on selecting a program, click Help.

Forgot your password?

If you forget your password, click on forgot password?

From the Password Recovery page:

1. Type in your User Name, then click Next.
2. Type in the answer to your Security Question, then click Finish.

An email with your password is automatically sent to your email address. You should receive the email within minutes. However, it may take up to few hours.

Click the Cancel button at any time to return to the Log in page.

Support

If you have any problems, please contact support@m2mentalmedia.com