Canadian Cancer Society / **Société canadienne du cancer**
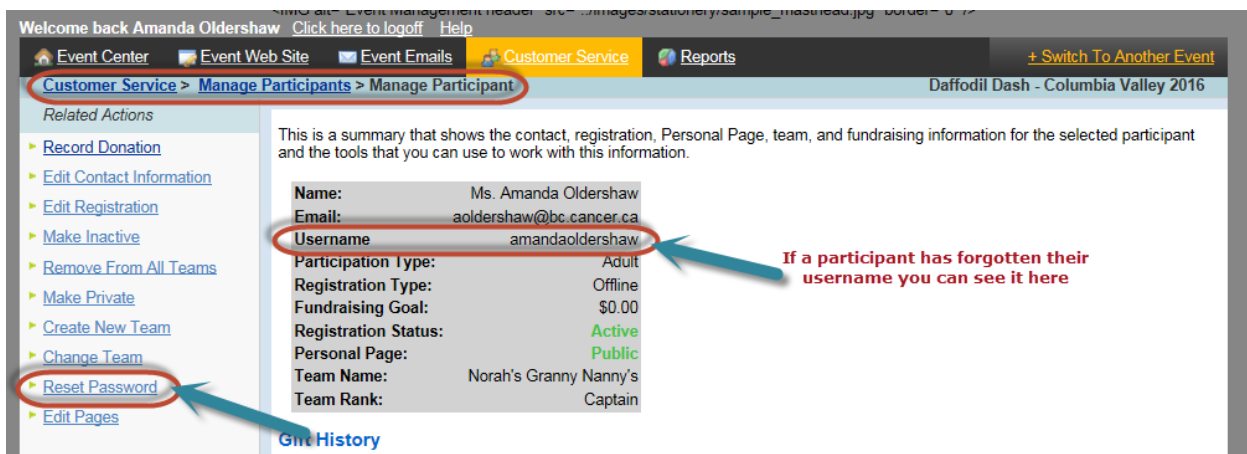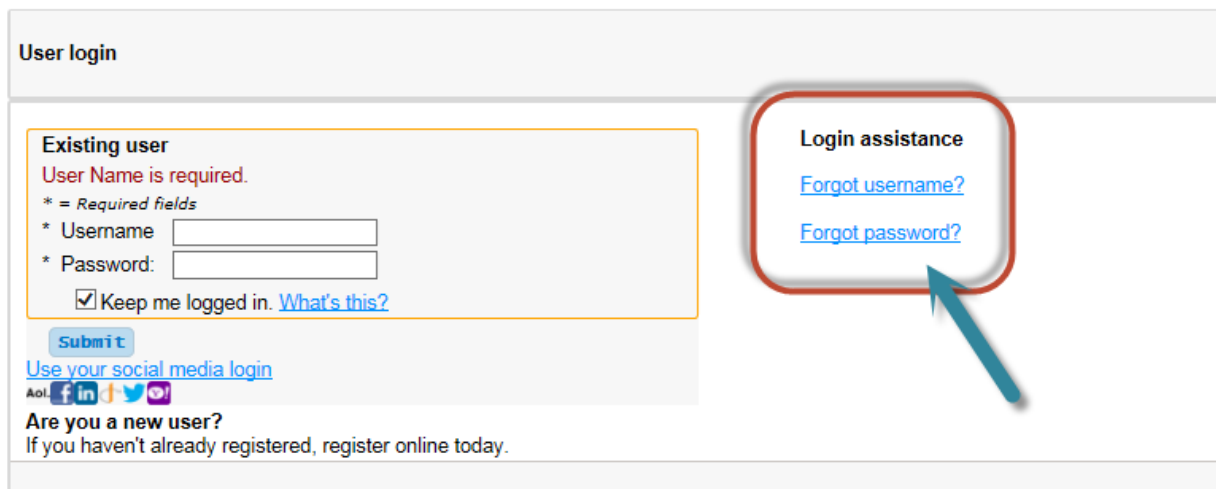
Locating a Participant Username

If a participant has forgotten their username or is having difficulties logging in, you can retrieve their Username in the EMC.

Login to the EMC and select the event you would like to manage.

- Click on the *Customer Service* tab.
- Click *Manage Participant*, under the Related Actions menu.
- *Scroll* or *Search* for the Participant.
- Click *Manage Participant*.
- Locate the Username in the Summary box.
- Email the username directly to the Participant or verbally give it to them over the phone.

Alternatively, direct the Participant to the front end of the event website and instruct them to click the Login button. If this button is clicked with a blank or incorrect username and password it will give the user the option to retrieve their username or reset their password.

If the participant would like to change their username please contact digital@cancer.ca