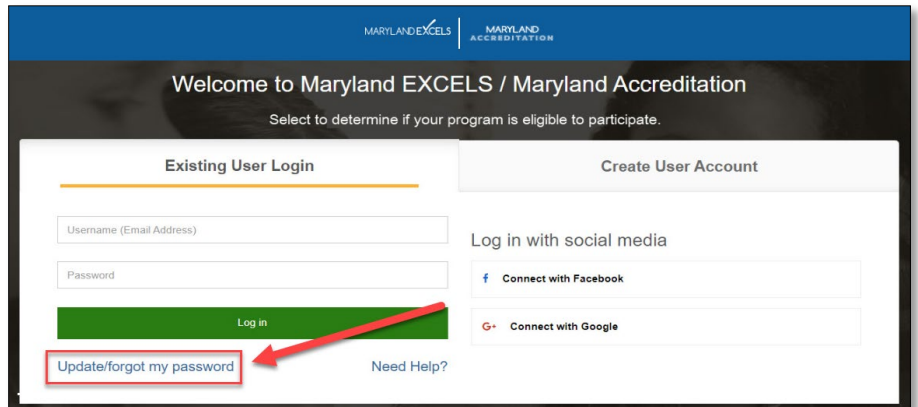


## Resetting Your Password

### STEP 1

Access the Maryland EXCELS system at [excels.marylandexcels.org](https://excels.marylandexcels.org) and select **Update/forgot my password**.

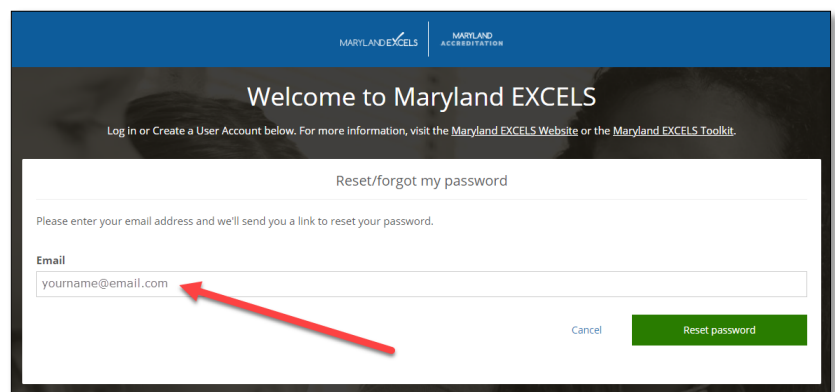


The screenshot shows the Maryland EXCELS login page. At the top, it says "Welcome to Maryland EXCELS / Maryland Accreditation" and "Select to determine if your program is eligible to participate." Below this, there are two main sections: "Existing User Login" and "Create User Account". Under "Existing User Login", there are input fields for "Username (Email Address)" and "Password", a green "Log in" button, and a link "Update/forgot my password" which is highlighted with a red box and a red arrow. There is also a "Need Help?" link. To the right, under "Create User Account", there is a "Log in with social media" section with buttons for "Connect with Facebook" and "Connect with Google".

### STEP 2

Enter the email that is associated with your Maryland EXCELS account.

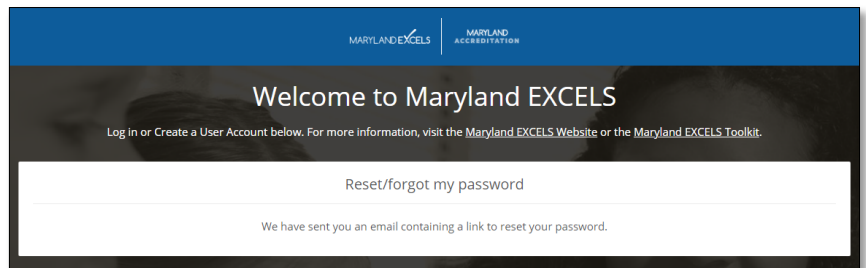
**Tip:** If you are unsure which email is associated with your account, contact our 24/7 technology support at 443-872-9250.



The screenshot shows the "Reset/forgot my password" page. At the top, it says "Welcome to Maryland EXCELS" and "Log in or Create a User Account below. For more information, visit the Maryland EXCELS Website or the Maryland EXCELS Toolkit." Below this, there is a section titled "Reset/forgot my password" with the instruction "Please enter your email address and we'll send you a link to reset your password." There is an input field labeled "Email" with the placeholder text "yourname@email.com" which is highlighted with a red box and a red arrow. To the right of the input field are "Cancel" and "Reset password" buttons.

STEP  
3

You will receive an email containing a unique link to reset your password.



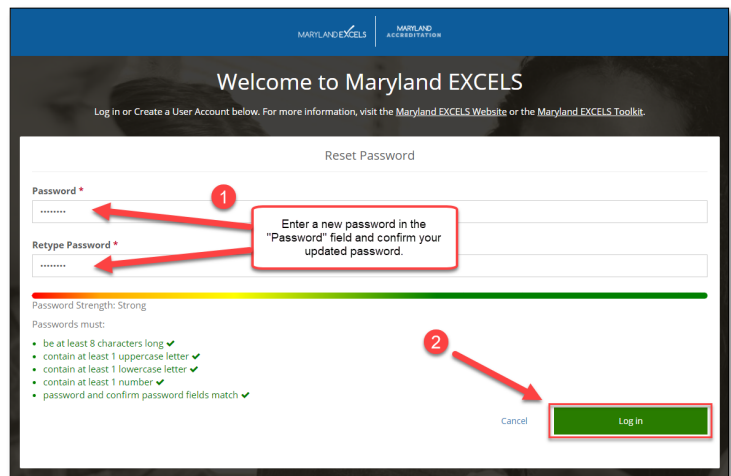
STEP  
4

After you select the link to reset your password, enter in a new password and confirm your updated password.

Passwords must:

- be at least 8 characters long
- contain at least 1 uppercase letter
- contain at least 1 lowercase letter
- contain at least 1 number
- match in the **Password** and **Retype Password** fields

Select **Log In** to access your Maryland EXCELS account.



If you have questions about this process or are having trouble resetting your password, please email [info@marylandexcels.org](mailto:info@marylandexcels.org) or, for 24/7 technology support, please call 443-872-9250.