

Login FAQ



[I've forgotten my username.](#)

Click the link on the login screen that says "Forgot Username? Click Here!"

In the next screen, enter your email address and click **Submit**.



Note: You must use the email address registered with your Procuri account; we cannot send usernames to unregistered addresses.



Tip: If you have also forgotten your password, the username email will include instructions on how to reset it.



[I've forgotten my password, or I'm getting a message that says "Invalid username or password."](#)

On the login screen, enter your username, then click the link at the bottom of the screen that says "Click Here to Reset Password."

Fill out the fields in the next screen and click **Submit**.

You will receive an email with a hyperlink to a secure page where you can reset your password.



[I clicked the "Reset Password" link, but got a message that says "Could not find user in the system. Password reset failed."](#)

Go back to the login screen, and follow directions above for "I've forgotten my username."



[I clicked the "Reset Password" link, but got a message that says "Enter username to reset password."](#)

You must enter your username *before* clicking the "Reset Password" link. If you don't know your username, contact Customer Support.




[I filled out the Password Reset screen, but I got an error message that says "Could not find user matching the first name/last name/email address entered. Email not sent."](#)

You must enter your account information *exactly* as it appears in the database. Do not use nicknames, abbreviations, alternate email addresses, etc., unless this is how you registered.


 I completed the Password Reset screen, and got a message that an email has been sent, but I haven't received the email yet.

Make sure the message hasn't been re-routed into a spam or bulk mail folder. You may need to check with your internal IT personnel to see if the message was blocked at the server.

 I'm getting a message that says my account is locked out.

Accounts are locked when users attempt to log in five times with the incorrect password; this is a security feature that prevents unauthorized users from co-opting your account by randomly guessing at your password.

To unlock an account, follow the directions above for resetting your password.

 What are the rules for creating a password?

Password cannot be the same as Username.

Password cannot be the same as [Password Reminder](#) (*Short mnemonic phrase that will be emailed to you if you click the link on the Procuri home page indicating you have forgotten your password*) .

Password length must be at least 6 characters.

Password must contain at least 1 alpha character (letters) and 1 non-alpha character (numbers, symbols such as * or !).