


HOW TO SIGN IN AND FORGOT YOUR PASSWORD - RESET ACCOUNT CANDIDATE INSTRUCTIONS

Candidate/Student Forgot your Password – How to Reset Account

Go to the TMU© main log in screen located at www.sdhca.org/cna. Click **Sign In** and enter your **Email or User ID** and **Password**.



Click on- **Sign In** **Sign In**

How can we help you today?

- Available Test Dates
- Search Demo Registry
- Read FAQ

Sign In

USERNAME OR EMAIL

PASSWORD

REMEMBER ME

Sign In

[Forgot Your Password?](#)

*Enter your-
Username or Email*

*and your-
Password*

*and click-
Sign In*

If you do not remember your password, please follow the instructions below.

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Forgot your Password and Recover your Account

If you have forgotten your Password or do not know your Password, follow the instructions below to reset it and recover your account.

The screenshot shows a 'Sign In' form with the following elements:

- Header: Sign In
- Form fields: USERNAME OR EMAIL, PASSWORD
- Checkbox: REMEMBER ME
- Button: Sign In
- Annotation: A dark blue box on the left says 'Click on- Forgot Your Password?' with a red bracket pointing to a blue link 'Forgot Your Password?' in the bottom right of the form.

The screenshot shows the 'Recover Your Account' page with the following elements:

- Header: TMU DEMO (left), Sign In (right)
- Section: Recover Your Account
- Two recovery paths: 'Using your Email Address' and 'Using other Information', separated by 'OR'.
- 'Using your Email Address' section: E-MAIL ADDRESS * field, Recover Account button. A dark blue box below says 'Type in your Email Address and click on - Recover Account' with a red bracket around the field and button.
- 'Using other Information' section: LAST 4 OF SSN *, DATE OF BIRTH *, LAST NAME *, ZIP CODE * fields, Recover Account button.

*You will receive the message,
We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered.*

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TMU
DEMO

Sign In

Recover Your Account

(We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered.)

Using your Email Address

E-MAIL ADDRESS *

Recover Account

OR

Using other Information

LAST 4 OF SSN *

DATE OF BIRTH *

LAST NAME *

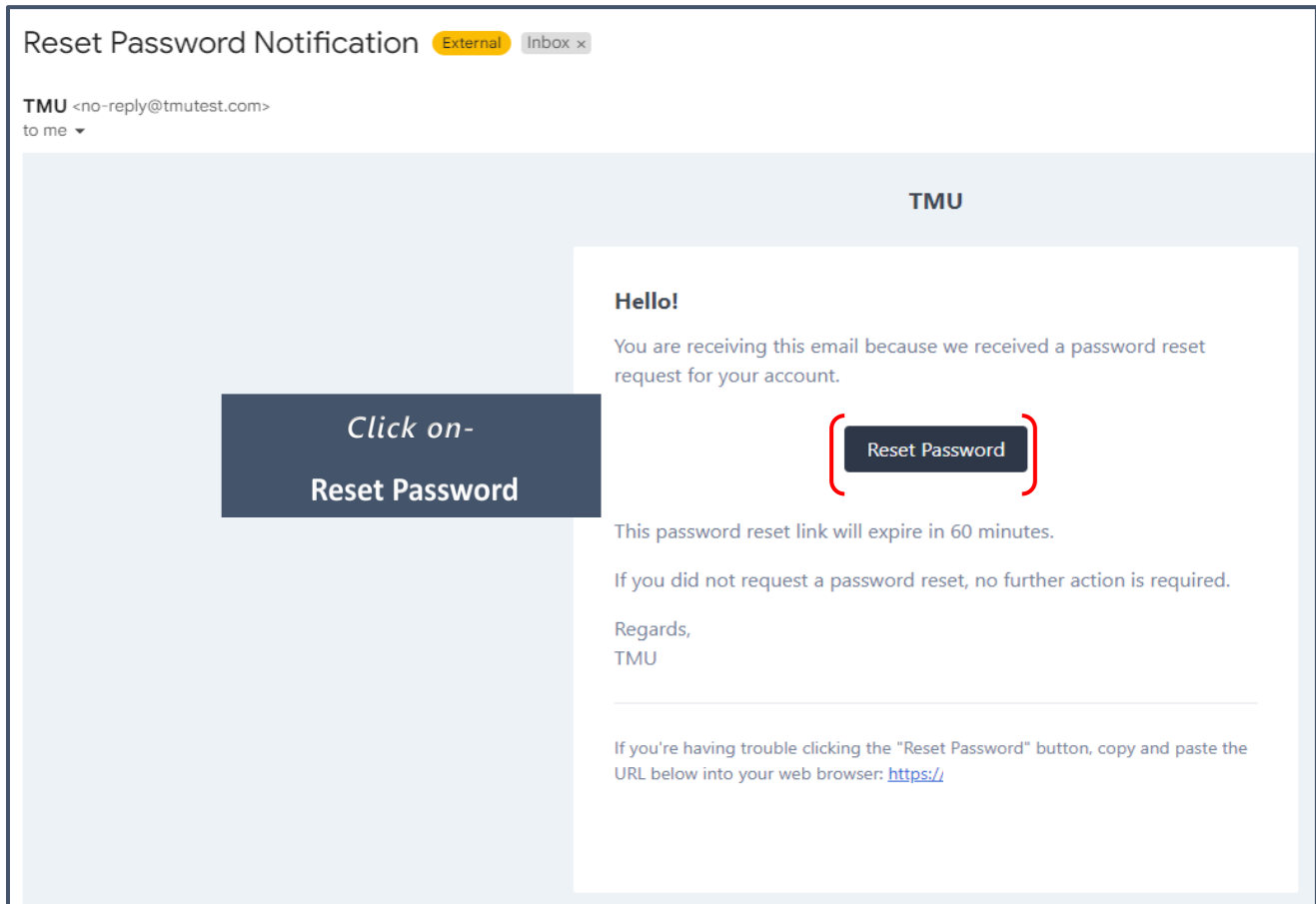
ZIP CODE *

Recover Account

Continued on next page below...keep looking!

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This is what the email will look like (*check your junk/spam folder for the email*):



Note: If you do not reset your password right away, the link will expire in 60 minutes, and after that time, you will need to request a new link.

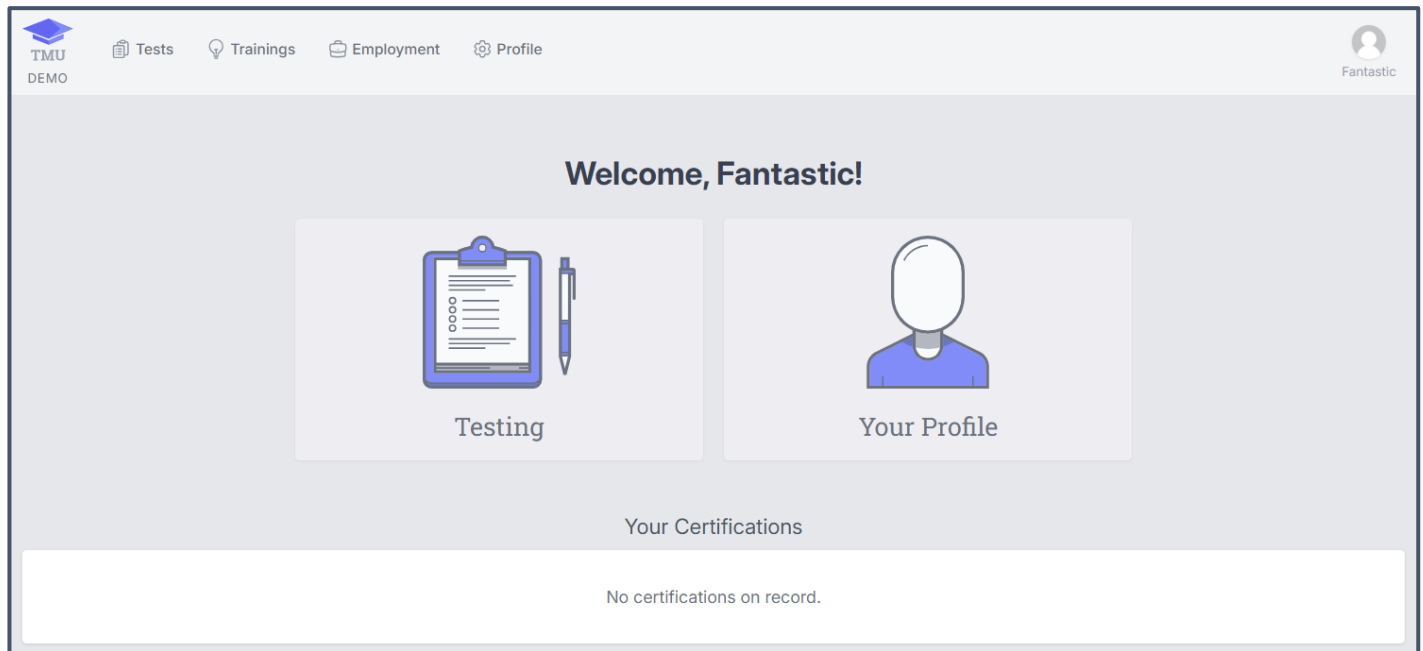
The image shows a web form titled 'Reset Your Password'. It contains three input fields: 'E-MAIL ADDRESS' with the value 'sample@sampleemail.com', 'PASSWORD', and 'CONFIRM PASSWORD'. A red bracket groups the 'PASSWORD' and 'CONFIRM PASSWORD' fields. At the bottom right of the form is a blue button labeled 'Reset Password', also circled in red.

Type in your Password and Confirm Password,

then click on – Reset Password

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This is an example of the screen you will see once you have reset your password and are signed in to your TMU@ account:



Questions? Email [SDHCA](#) (details of the issue and screenshots are helpful) or call 1-800-952-3052.