

# Forgot Password

## Account Log In

### *Forgot Username and/or Password*

1. Go to <https://suretrend.hygiena.com/ForgotPassword>
2. Enter your email or username.
3. Click Next.
4. An email will be sent to you giving you instructions on how to reset Username and/or Password. Check your junk mail if you do not receive the email. The email will come from suretrendcloud@hygiena.com.



### Check your email

You should receive an email containing instructions on how to create new password.

Didn't receive an email ?

Check your spam or bulk folders for messages coming from noreply@hygiena.com

[Return to login](#)

©2020 Hygiena, LLC

5. When creating a new password you must use your **USERNAME**, not your **EMAIL** address, to identify your account.



Not a member yet?

[Create new account](#)

Next

[Help](#)

©2020 Hygiena, LLC

## **Account Recovery**

1. Go to <https://suretrend.hygiena.com/>
2. Click on the link that says "Forgot Username or Password":  
<https://suretrend.hygiena.com/ForgotPassword#!/>
3. Enter your Username or Email address of the previous employee. Have your IT administrators route emails to the previous employee's email account to you, or the previous administrator can send you the Username and Password email to you when it comes in. The email will come from suretrendcloud@hygiena.com.
4. An email will be sent to you giving you instructions on how to reset Username and/or Password. Check your junk mail if you do not receive the email. The email will come from noreply@hygiena.com

## **Contact Hygiena Technical Support for further assistance.**

- Phone: 1-888-HYGIENA (1-888-494-4362, option 2)
- Email: [techsupport@hygiena.com](mailto:techsupport@hygiena.com)
- [Submit a Support Ticket](#)

- [Schedule a Microsoft Teams meeting with support](#)