

# Forgot Password

## Account Log In

### *Forgot Username and/or Password*

1. Go to <https://suretrend.hygienea.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@hygienea.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@hygienea.com

[Return to login](#)

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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](#)

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## **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](#)
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# SureTrend Cloud Roles Breakdown

SureTrend Cloud gives you the power to control access to your account and the data within. This is done with **roles**.

## Owner

Owners have full read/write permissions to all sites in the account. They can create or modify Global Admins, Admins, and SureTrend Users, including role, username, email, password, and site assignment.

## Global Admins

Global Admins have full read/write permissions to all sites in the account. They can create or modify Admins, and STC Users, including role, username, email, password, and site assignment. Global Admins can't modify the permissions of the account Owner.

## Admins

Admins have read/write permissions to the sites assigned to them. They can create or modify SureTrend Users assigned to the same sites.

## SureTrend Users

SureTrend Users have read only permissions for the sites assigned to them. They can only generate reports and view data.

SureTrend Cloud backs up data and changes made so that if something is deleted or modified by accident, it can be recovered and it is possible to find out who

made the change.

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