

Forgot Password

Introduction

There are lots of reasons why someone might not be able to log into their company's SureTrend Cloud account:

- Forgot Username and/or Password
- An employee that managed the account has left and a new person has taken over
- The administrator of the account has deleted the user from the account

Account Log In

Forgot Username and/or Password

1. Go to <https://suretrend.hygiene.com/>
2. Enter your Username. If you do not remember your Username, enter the email address associated with the account.
3. Click on the link that says "Forgot Username or Password" :
<https://suretrend.hygiene.com/ForgotPassword#!>



Welcome

[Forgot Username or Password?](#)

[Log in](#)

Not a member yet? [Create new account](#)

[Help](#)

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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.



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](#)

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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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An employee that managed the account has left and I need to reset the Username and Password

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 old employee. Have your IT administrators route emails to the old employee's email account to you. Or email administrator can send you the Username and Password email to you when it comes in. The email will come from noreply@hygiena.com
4. If the email address previously used was a personal email address and not a company email domain we can reset the email address associated with the account. Click here to send technical support an email reset request. (they will need to fill out a form with relevant company information so we can verify the request is legitimate.) We get back to email reset requests

in 24hrs Monday through Friday.

5. 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

If you need further support, please click on the icon below.



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**.

Every SureTrend Cloud account has an **Owner**. The owner is the individual who created the account. Owners have access to everything. They can create, read, update and delete.

Just below owners in the hierarchy is the **Admin**. Admins can do most things that owners can do but they only have access to the sites (facilities) that the owner grants them access to. Only owners can create admins.

The most basic role is the **SureTrend Cloud (STC) User**. An STC user only has read access and can only view data that pertains to the sites (facilities) for which they are enabled. Only admins or owners can create and manage STC users.

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.

