

# 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](mailto: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](mailto: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](mailto:noreply@hygiena.com)

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

