I have reset my password but cannot log back in – I am getting the error message  Unrecognized username or password. [Forgot your password?](https://dance.nz-cms.nz/user/password?name=kathryn)

Are you logging into the correct URL/web address?

The URL or webaddress will usually be a short version or initials of your supplier name + nz-cms.nz eg. demo.nz-cms.nz

If the address is <https://cms-issc.nz/> - you are in our website.

Yes

No

Ask your supplier for the correct information

You can use either your email address or username to log in, but the user name and password are case sensitive, and the email must be the same as has been entered into your provider profile on CMS

If you are still unable to login, go to the login screen and RESET PASSWORD.

You can use either your email or username to reset.

When you do reset your password check the following:

* Do the 2 lines match?
* Have I used minimum 8 characters?
* Have I made sure not to use part of my name as the password?
* Did I scroll down and click SAVE at the bottom of the page?

Still can’t login?

Contact your supplier for assistance.

Your laptop/pc may have saved your old password/username

Make sure you clear the login box and re-enter the correct username/email and password.