



Neighbourhood Arts Network Help Guide

Password Troubleshooting

If you can't find the answer to your question in the help section and need further assistance, please contact your Network Coordinator at 416.392.6802 x212 or email skye@torontoarts.org

Forgot Your Password?

- 1) Go to www.neighbourhoodartsnetwork.org and click on **Password: (forgot?)** in the top right hand corner.
- 2) Enter your email in the box and click on the yellow **Get Password** button.
- 3) Check your email inbox for a message from the Neighbourhood Arts Network. If you do not receive a message in 24 hours, please contact skye@torontoarts.org or call 416.392.6802 x212.
- 4) Open the automated message and click on the **temporary account access link**. This will automatically log you in to your NAN account. This link is temporary – you must now update your account with a permanent password.
- 5) Once you are logged in, click on **My Account** in the top right-hand corner, beside your profile icon and underneath your username.
- 6) From the **My Account** page, click on **Edit Account** and got to the Account Information section.
- 7) Under **Password**, enter a new password. Please choose a combination of letters, numbers, and upper- and lower- cases.
- 8) Enter the new password again to confirm.
- 9) Press the yellow **Save** button at the bottom of the page.

www.neighbourhoodartsnetwork.org