How to recover your User Name
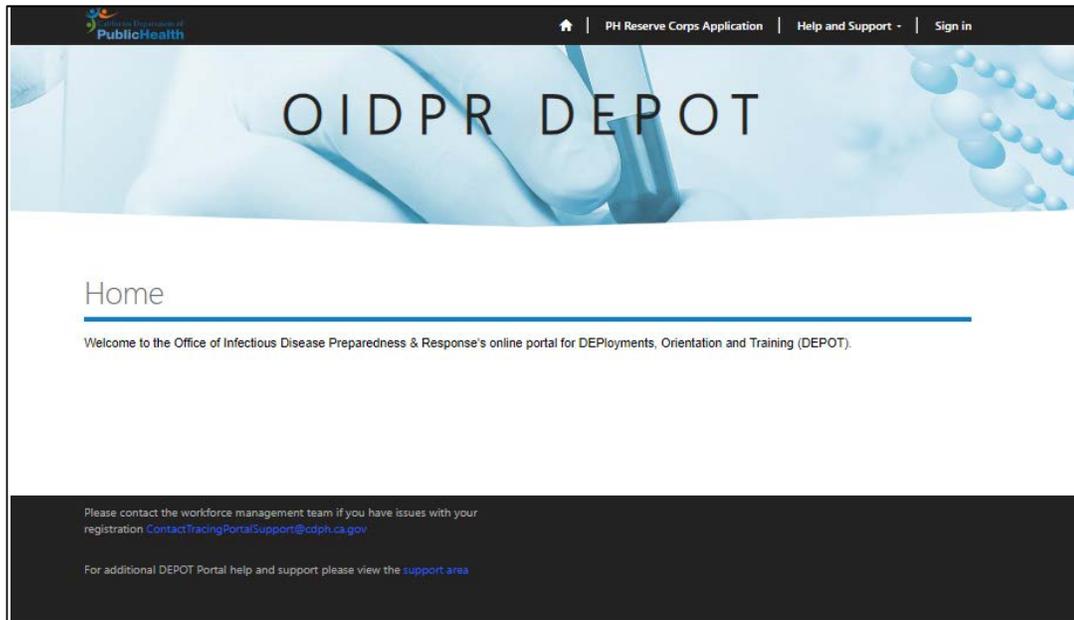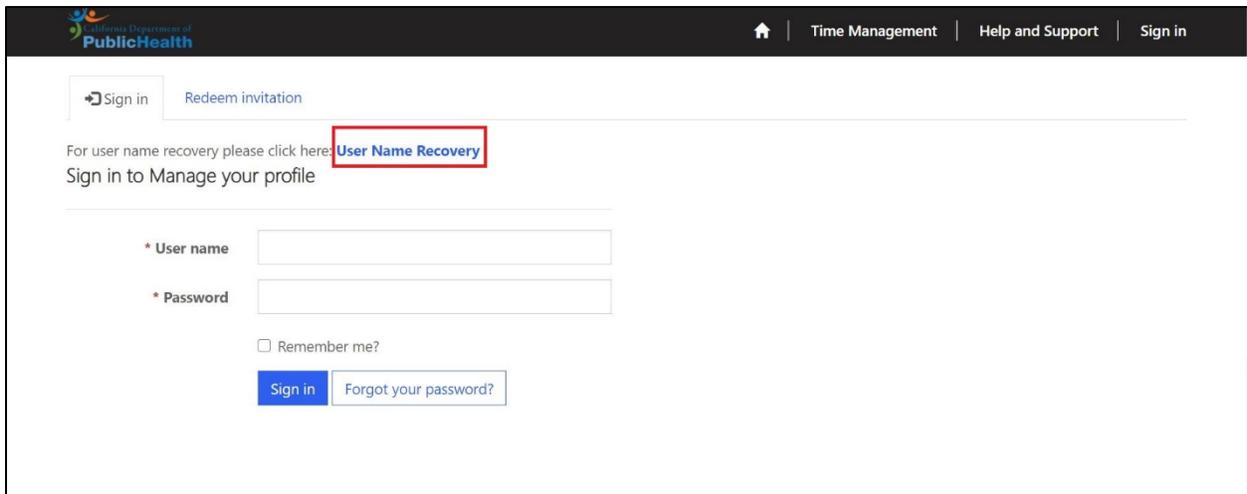
Step 1: Go to the [Office of Infectious Diseases Preparedness and Response Portal](#)

and click on Sign In

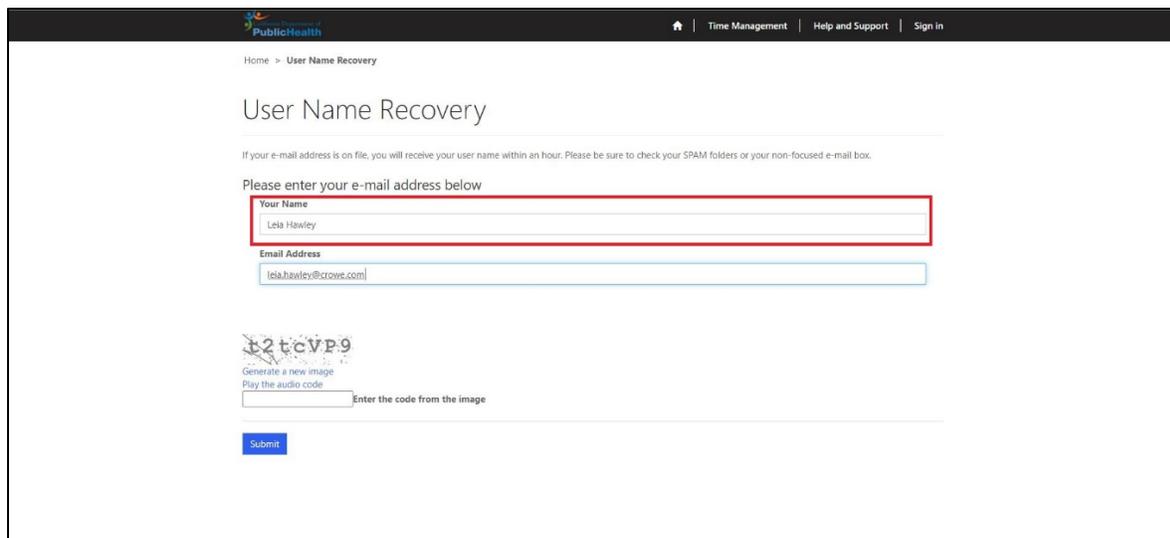

Step 2: Click User Name Recovery link
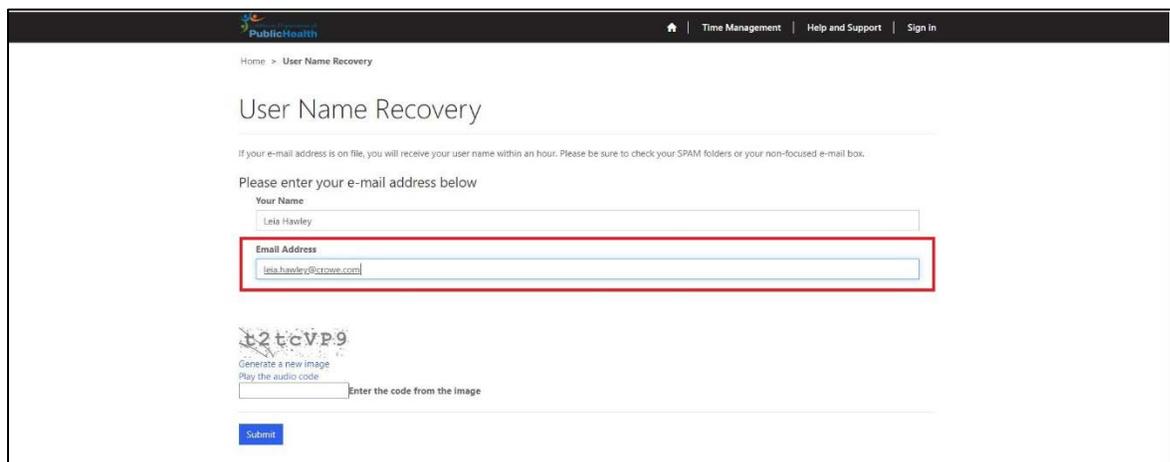
- Click on 'User Name Recovery'

Step 3: Enter in User Name recovery information:

1. Enter your first and last name in the 'name' field

2. Enter the email address you used to register for the portal account in the 'Email Address' field

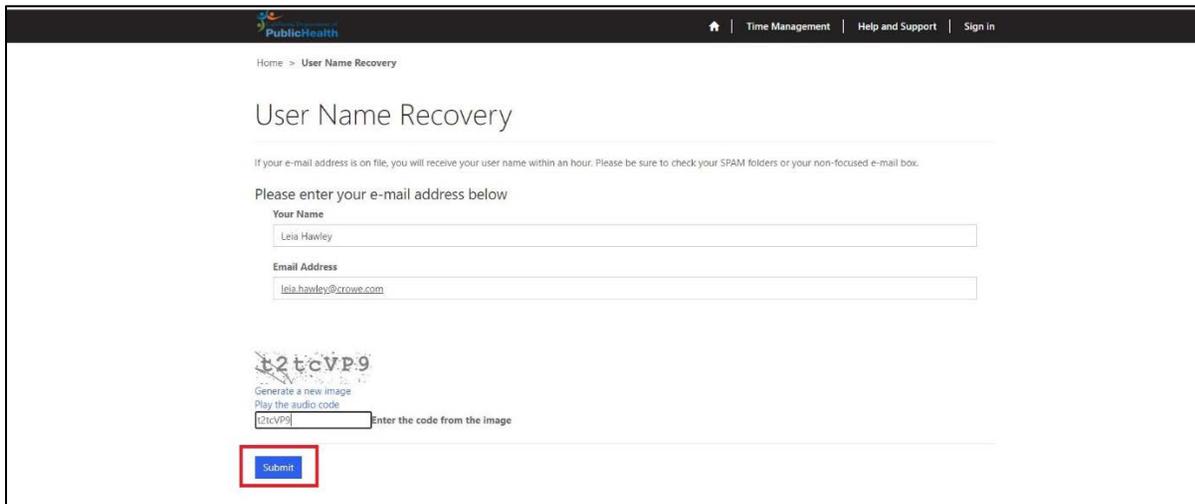3. Enter unique security code in the 'enter the code from the image' field
   Note: the security code is case-sensitive

4. Click the 'submit' button

Step 4: Confirmation page of recovery email:

- You will be redirected to the user name recovery email confirmation page.
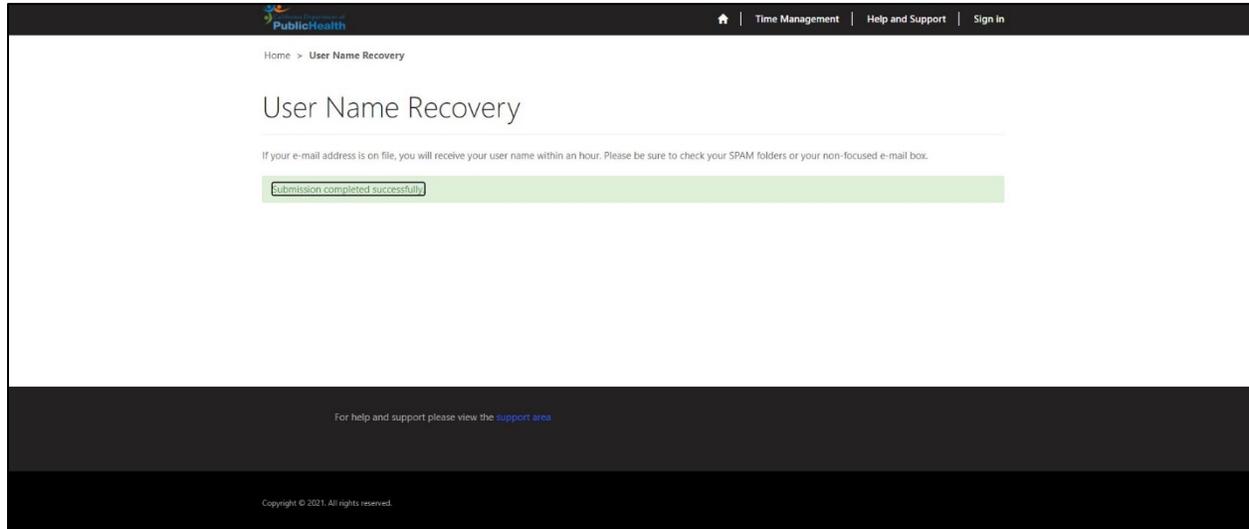
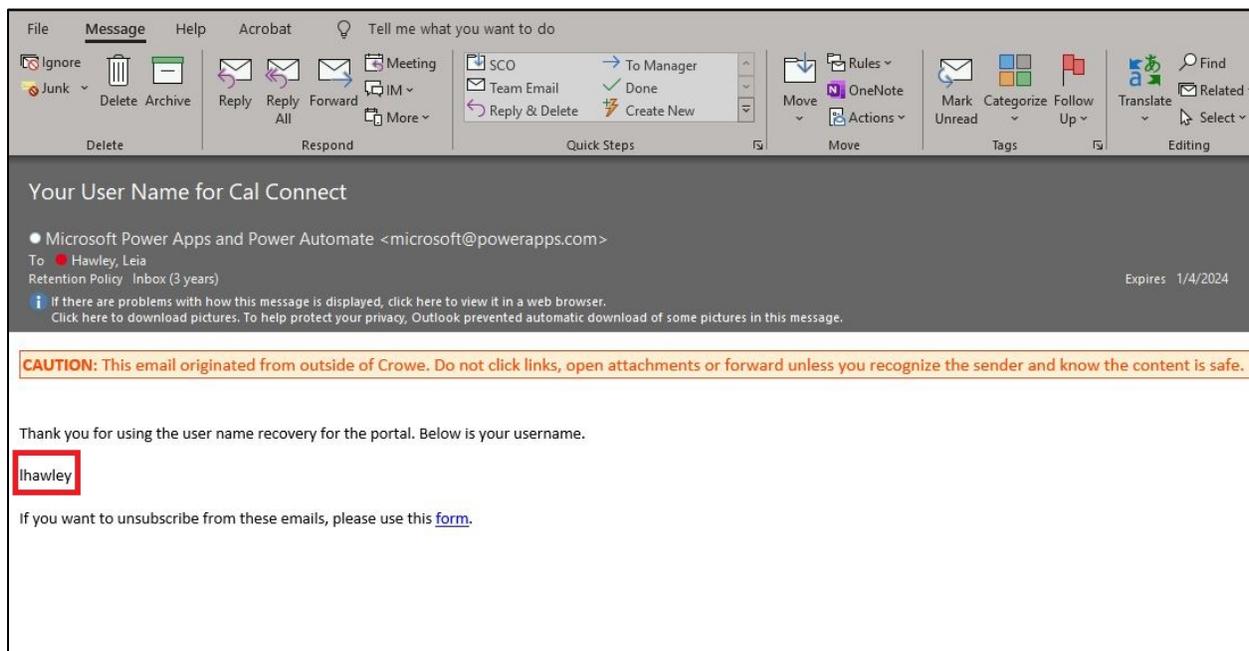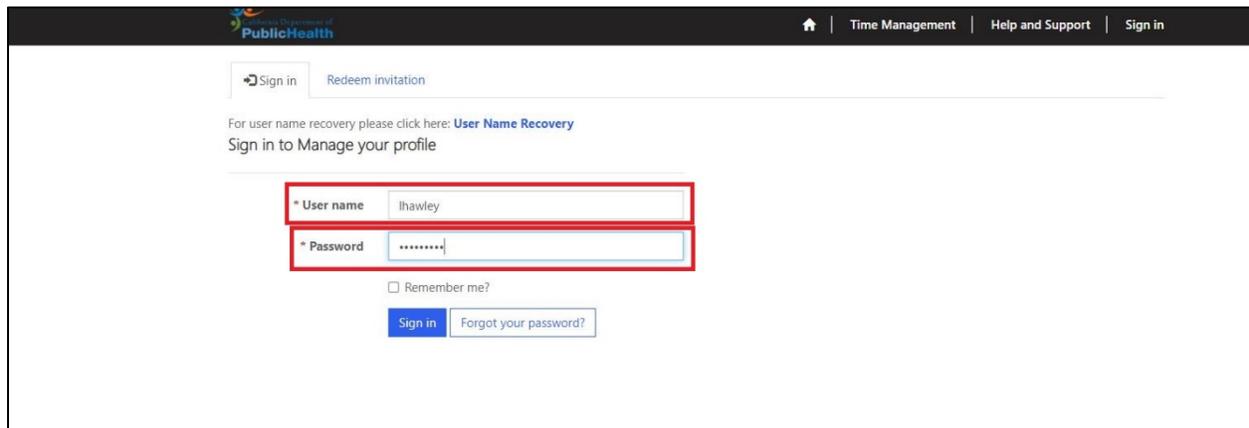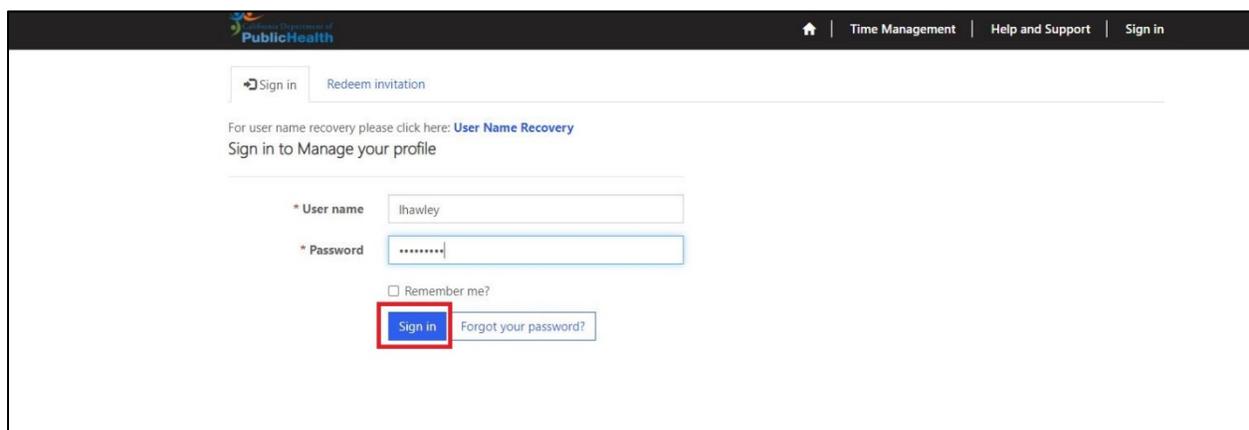## Step 5: Access associated email account to retrieve username:

- An email will be sent to your email account containing your username.
  Make sure to check both your 'other' or junk folder in addition to your 'focused' or email inbox folder.

Step 6: Return to sign in page, enter retrieved username:

- Return to the [Office of Infectious Diseases Preparedness and Response Portal](#) page enter your username and password in the fields and click the sign in button to continue to the portal.