

## Can I request my username and password be emailed to me...

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If you have lost your username and password, you can use the automated retrieval form at <http://www.your-site.com/reqpass.shtml> . This will send an email to the address we have on file. If an email does not arrive to the address you believe we have on file, then you can also request it by contacting us, either at [support@your-site.com](mailto:support@your-site.com) or by calling 413-499-6690 during normal business hours; If using a free email provider, check your spam folder as the email sometimes is there. You can see the normal hours at <http://www.your-site.com/support.html>