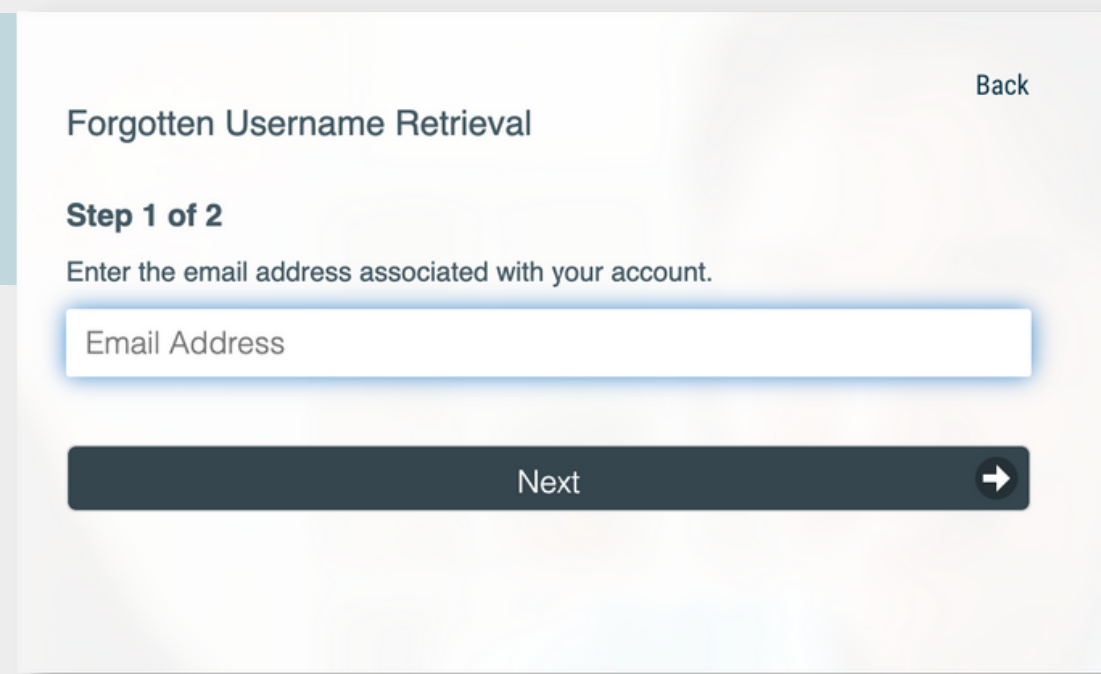




## Confirm your email address

03



Forgotten Username Retrieval Back

**Step 1 of 2**  
Enter the email address associated with your account.

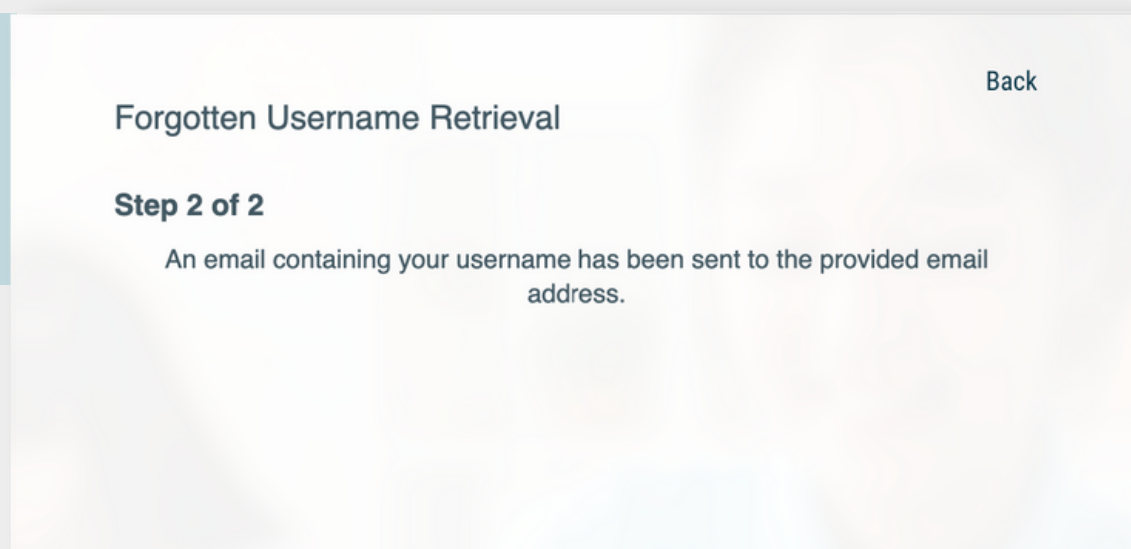
Email Address

Next →

Use the email linked to your RapidIdentity account.

## You're done!

04



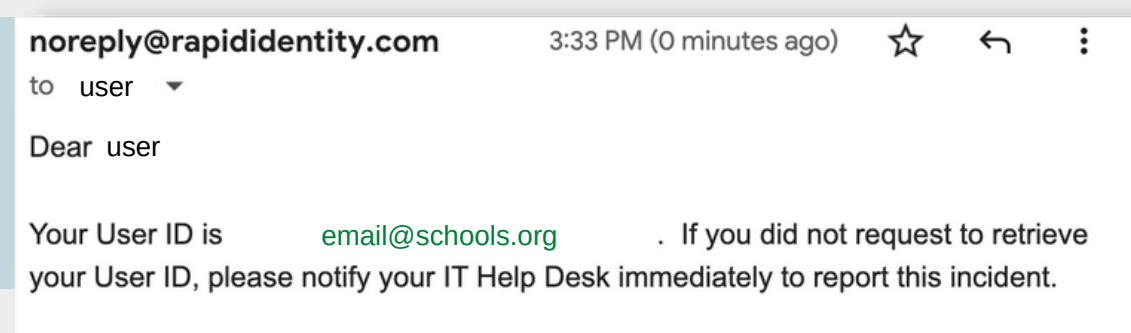
Forgotten Username Retrieval Back

**Step 2 of 2**  
An email containing your username has been sent to the provided email address.

The username information will be sent by email if you have an account in RapidIdentity with the email address provided.

## Email Example

05



noreply@rapididentity.com 3:33 PM (0 minutes ago) ☆ ↶ ⋮

to user ▾

Dear user

Your User ID is [email@schools.org](mailto:email@schools.org). If you did not request to retrieve your User ID, please notify your IT Help Desk immediately to report this incident.

The email will come from noreply@rapididentity.com and will contain your username to sign into RapidIdentity.

