

FORGOT USERNAME QUICK START

If you forget your RapidIdentity username to login into your account, follow these steps to access your portal.

Go to the Rapidldentity login page

01	Login	Need help?
	Username	
	Go	> >

Select "Need help?" on the top right corner of your login page.



Select "Forgot My Username"

02	Help Links	Back
	Forgot My Username	
	Forgot My Password	
		_

If both username and password are available to request, you will see both options on this page.



Confirm your email address

3	Forgotten Username Retrieval Step 1 of 2 Enter the email address associated with your account.	Back
	Email Address	
	Next	+

Use the email linked to your RapidIdentity account.

You're done!

04

Forgotten Username Retrieval

Step 2 of 2

An email containing your username has been sent to the provided email address.

Back

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

Email Example

noreply@rapididentity.com to user • 3:33 PM (0 minutes ago) 🛛 🛠 🕤 🚦

Dear user

Your User ID isemail@schools.org. If you did not request to retrieveyour 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.



05

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