Reset password

Forgot your password? It happens. Navigate through the steps below.

1. Open the Nemours app.

2. Select **Forgot your username or password?**.

3. Fill in information.

4. Check your email for an access code.

5. Open the app and enter the access code from your email.

6. Create a new password.

7. Log in to the Nemours app using your username and new password.

> **TIP:** If you can't find the email, check your junk/spam mail.
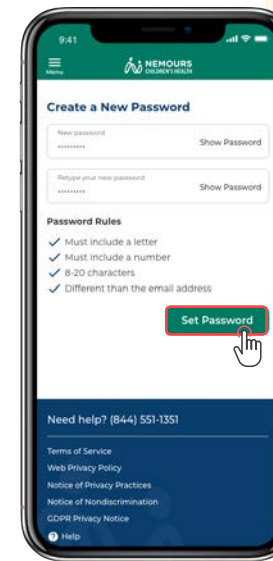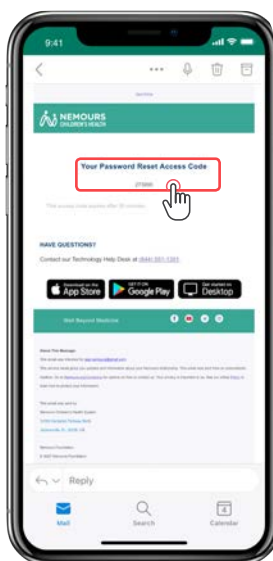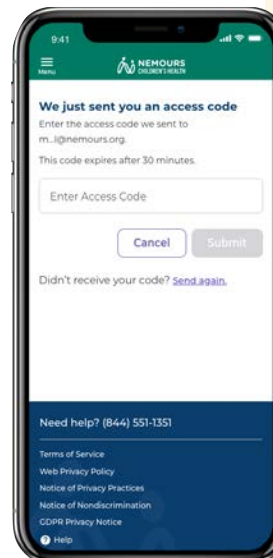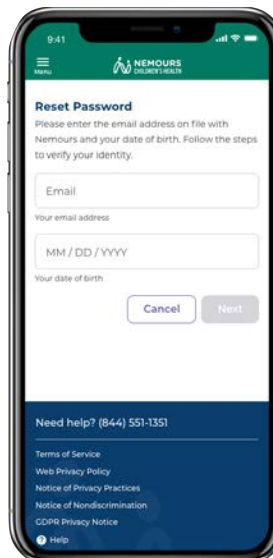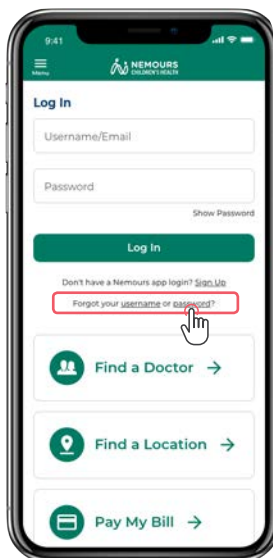
Need help? Call our support line at **888.459.4087**.