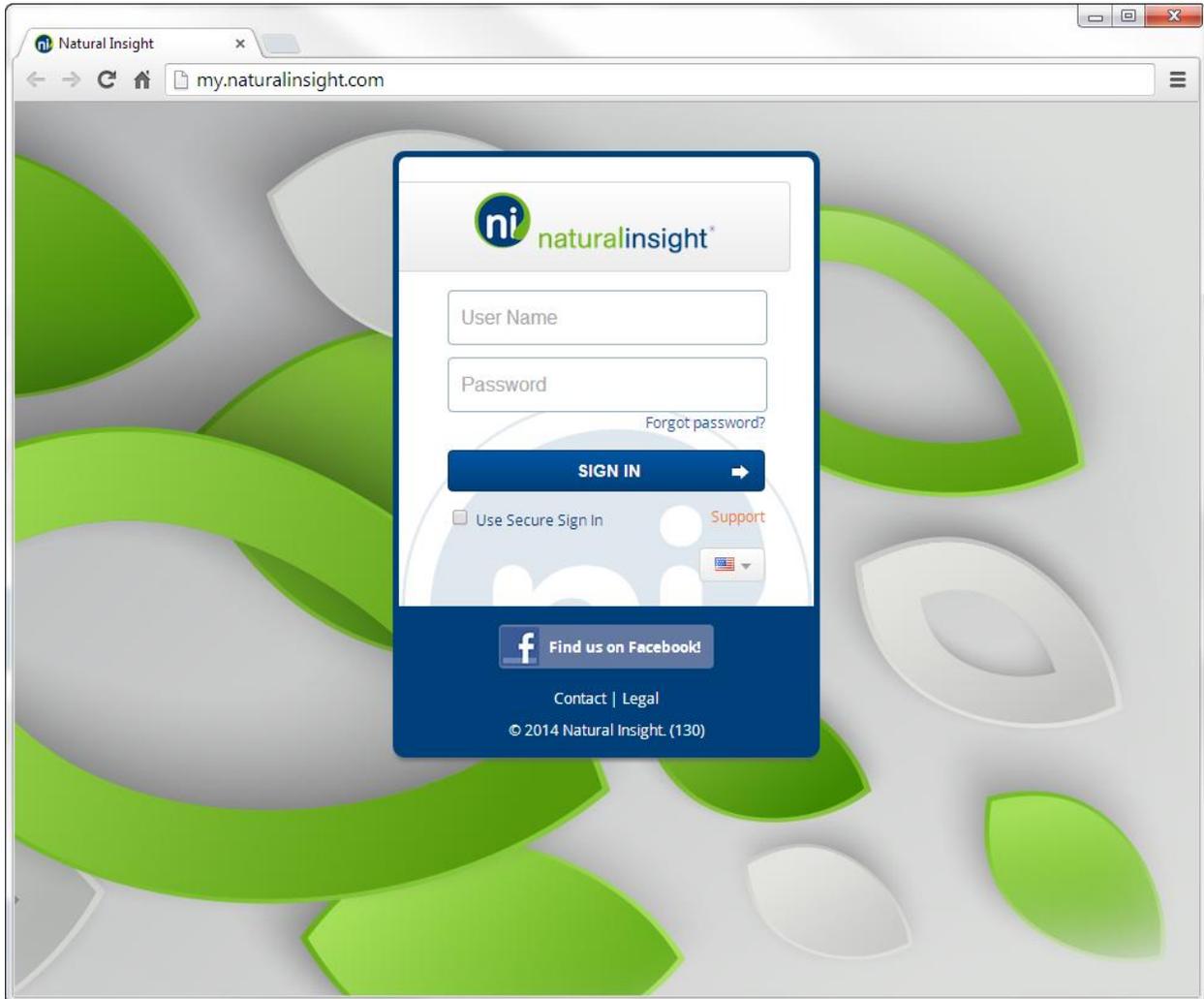
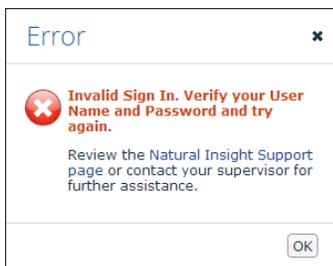


Difficulty Logging in to Natural Insight

When you try to log in to Natural Insight through the login page at my.naturalinsight.com,

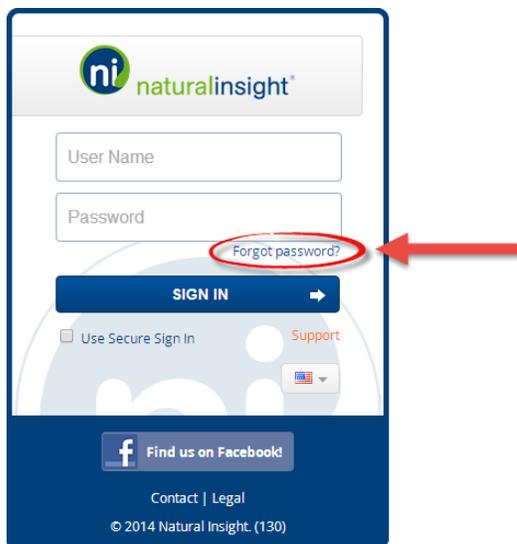


are you receiving this message?

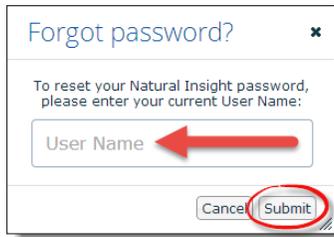


Possible Solutions

- Since, for security reasons, the password is case sensitive, retype the password using the proper uppercase and lowercase letters. For example, if your password were “P2h5W*” make sure to capitalize the “P” and the “W” while leaving the “h” lowercase.
 - If you received an email with your login user name and password, try copying the information from the email and pasting it into the my.naturalinsight.com login page. This will prevent manual typing errors.
 - A common error is typing with the **Caps Lock** key on. Make sure your **Caps Lock** key on your keyboard is not on when entering your password.
- Make sure you are using the most recent information if you have changed your user name and/or password.
- Your web browser may be storing your user name and password for you and pre-populating the fields. If you changed either your user name or password in Natural Insight, you will need to update the browser with the new information. See [How to Update a Stored User Name and Password in your Web Browser](#) for instructions.
- If you do not know your user name, you will need to contact your supervisor.
- If you do not know your password, you can click the [Forget password?](#) link to reset your password.



1. Upon clicking the [Forget password?](#) Link, the **Forget password?** dialog box will open. Enter your user name in the *User Name* text field and click the **Submit** button.



2. An email message containing a new password will be sent to the email address that Natural insight has on file for you.
3. If you do not know your user name, or you do not receive an email with your new password, you will need to contact your supervisor directly so they can reset your password and/or give you your user name.