

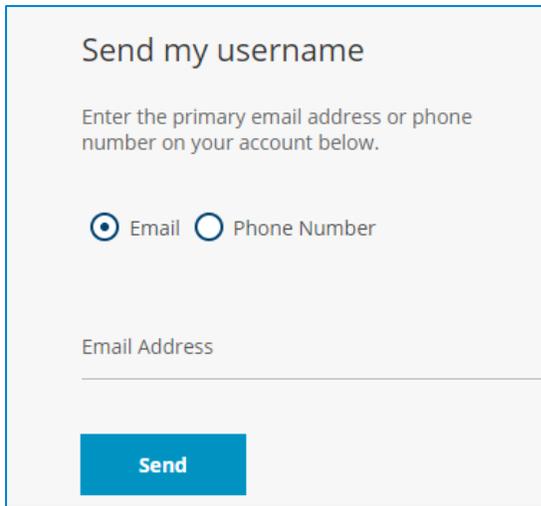
How to Retrieve Your Username

1. From the login screen, click or tap on the “Forgot your username or password” link



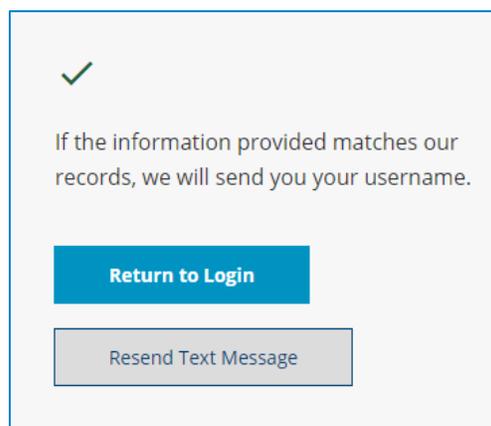
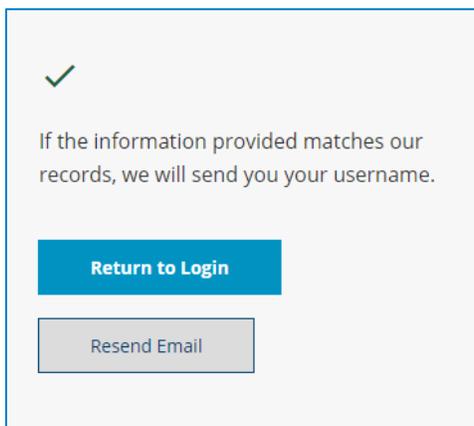
2. The “Send my username” option will appear

NOTE: if using the mobile app, scroll past the “Reset your password” section



The email address or phone number you enter must match what we have on file. If your email address or phone number is associated with more than one account, you may not be able to use this feature.

3. The sent screen will appear next with the options to return to login or resend your username via the method selected previously



If you need additional assistance, contact us at 901-380-7400 and we'll be happy to help.