This document will walk you through enrolling in the OSI Recovery Center, along with resetting your password.

**Enrollment**

1. Open a new incognito browser window and go to https://enroll.osii.com to first enroll in the OSI Recovery Center. We suggest using an incognito window to avoid any single sign-on conflicts during the enrollment. You will be prompted to first authenticate using your credentials. Note – this is Windows authentication, so the user needs to enter osiimembers\ before their username (see below).

2. You are then taken to the Welcome Page.

3. Your name will be displayed and you will be directed to choose two questions (from a list of 10) and provide answers to those questions.
4. Enrollment is complete.

5. Now when you attempt to reset your password, you will be asked to verify your identity before resetting or changing your password.
Password Reset

1. If you wish to reset your password, open a new incognito browser window and go to https://account.osii.com. We suggest using an incognito window to avoid any single sign-on conflicts during the password reset.

2. Enter your username or email address and click Next.

3. Your account name and email address will be displayed. If you have yet to enroll in the OSI Recovery Center, you will be prompted to enroll. Please ensure you enroll before proceeding to change or reset your password.

   Note: If you haven’t enrolled and you choose the Initiate an E-Mail Reset option, you will not receive the email to reset your password. You will want to click the Enrollment Center link in the paragraph above or navigate to https://enroll.osii.com and complete enrollment in the OSI Recovery Center before proceeding.
4. Once have completed enrollment, or are already enrolled, choose the **Email a reset key to me** option and click Next.

5. You will be prompted to answer one of your security questions. Enter the correct answer and click Next.

6. An email will be sent to you at your email address from Webmaster with the subject “OSI Members Site Password Reset”. Click on the link in the email.
7. You will now have the option to either reset your password or change your password. Select the option the best fits your need.

8. If you choose to reset your password, enter your new password in both of the fields provided.

If you choose to change your password, enter your previous password, then enter your new password in the fields provided.

**Note:** Passwords must contain at least 8 characters and include 3 of the following characters: an uppercase letter, a lowercase letter, a number, or a special character such as an exclamation point or question mark.