

Troubleshooting Account Access

Q: I am having trouble accessing my account. What do I do?

A: Please choose the correct section below and follow the instructions.

1. If you forgot your username or password, or if the system does not recognize your username or password:

- Click Login at the top of our webpage (www.biopREFERRED.gov):



- From the Login page, click either “I forgot my user ID” or “I forgot my password” on the login page.



- Follow the instructions to retrieve or change your login information.
- Please contact the eAuthentication helpdesk (1-800-457-3642) if you are still unable to login.

2. If you need to create a new account:

- Follow the instructions in the [Company Tools Tutorial](#).
- **DO NOT** create a new account because you forgot your username or password. Please contact the eAuthentication helpdesk (1-800-457-3642) if you are unable to retrieve your information online.

3. If you need to gain access to an already existing company account:

- Follow the instructions in the [Company Account Access tutorial](#).