

Q: What do I do if I get the message: "You have been locked out. Please try again later." when I try to log in?

A: If you try to log in unsuccessfully more than 5 times, you will be locked out. You will be automatically "unlocked" after a certain period of time (within 20 minutes). After that time you may try again.

Q: What do I do if I've forgotten my Bahá'í Online Services account password?

***Please note:** Once you have a **Bahá'í Online Services** account, you will use the personal password you created, rather than your last name, to log in to **UnityWeb/My Page, Online Contribution System, american.bahai.us, and eMembership2** (if applicable). If you want to change your password at any time, you will do so on **My Page** by clicking on "My Profile".*

A: On the **UnityWeb** log in page you will see underlined text that reads "Forgot your password?"

1. Click on the "Forgot your password?" link
2. Step 1: "Provide Bahá'í ID Number" – enter your Bahá'í ID number in the **Bahá'í ID Number** box
3. Click on **Continue**
4. Step 2: "Answer Security Question" – verify that the email address listed is your correct current address as emails will be sent to that address as part of the password recovery process (If the email address listed is not current, please contact the Membership Office at the Bahá'í National Center – by email: membership@usbnc.org, or by phone: (847) 733-3445 to update your Security email address.)
5. Enter the answer to your **Security Question** in the **Please enter your answer** box
6. Click on **Submit**

Once you have answered your **Security Question**:

1. Step 3: You will be brought back to the UnityWeb login page
2. Concurrently, an email from unityweb@usbnc.org should be in your email inbox with a link (sometimes it can take some time to receive the email – you may also want to check your spam folder if you don't see it in your inbox)
3. Click on the link in the email to go to Step 4: Reset Password (If the link is not active, please copy and paste it into your web browser's address box.)
4. Enter your personal password in the **Enter New Password** box according to the requirements listed (also see below*)
5. Re-type it in the **Confirm New Password** box

6. Click on the **Change Password** button
7. You will land on Step 5: Confirmation of Reset Password, and a confirmation email will be sent to you
8. Click on the **Close** button
9. This will return you to the **UnityWeb** login page
10. Enter your Bahá'í ID number in the **Bahá'í ID** box and your new password in the **Password** box
11. Click on the **Log in** button

***Password Rules**

Passwords must be a minimum of 7 characters long and must contain at least one character from 3 of these 4 character options:

1. Uppercase letters A-Z
2. Lowercase letters a-z
3. Numbers 0-9
4. Special Characters () ` ~ ! . @ \$ % ^ * - + = | \ { } [] : ; " ' > , ? /

Spaces and the following characters are not allowed: # & <

Q: What if I use the browser's feature to auto fill my ID and password?

A: If you have recently changed your password, you will need to manually type in your new password. It should recognize the new password the next time you log into the site. Although the Bahá'í ID and Online Bahá'í Services password are the same for UnityWeb/My Page, Online Contribution System, american.bahai.us, and eMembership2, the browser considers each site as a separate set of credentials. Therefore, you will be required to manually type your new password for each site at least once after you change your password.