

# Early to Rise Customer Support

[Portal](#) > [Knowledgebase](#) > [Membership site Login/Password Questions](#) > [I lost my password, how do I get a new password?](#)

## I lost my password, how do I get a new password?

Stephanie H - 2020-02-20 - in [Membership site Login/Password Questions](#)

If you have lost your password, please follow these instructions:

PDF Instructions:

[http://s3.amazonaws.com/etr-dl/members/MM\\_lostpass1.pdf](http://s3.amazonaws.com/etr-dl/members/MM_lostpass1.pdf)

Video Instructions:

[http://s3.amazonaws.com/etr-dl/members/MM\\_LostPass.mp4](http://s3.amazonaws.com/etr-dl/members/MM_LostPass.mp4)