**My Portal account has expired. How do I renew it?**

1. A renewal notice was previously sent to you from **portalemail@erg.jhu.edu** when your account expired. This email message, which includes a unique link for you to begin the Portal account renewal process, will need to be re-sent to you. Please email Mionna Sharp or call (410) 992-7300, ext. 224 to have the renewal notice sent again. Be sure to check your inbox and junk mail folders for the renewal notice message, which should arrive shortly thereafter.
2. Click on the link within the email to begin the renewal process and follow the instructions. This includes re-setting your password. Another email will be sent to you with a validation code, which you’ll need to enter along with the email address you use when logging in to JANNAF websites.
3. When your password has been reset, use the link provided in the initial email and login.
4. Once you’ve accessed the Customer Verification Form (CVF), be sure to update any information that has changed and then submit the form. The system will then generate an email message (from the same email address as above) to your FSO or HR contact.
5. You can speed the renewal process along by alerting your FSO or HR contact to look for this email in their inbox or junk mail folder, and completing their part of the process a.s.a.p.
6. If you’re a contractor, you’ll also want to follow up with your GSO for the same reason.
7. Once you receive notification that your account has been approved (via an email from the same email address as above—check your junk mail if not in your inbox), follow the instructions to activate your account, which involves setting a different password that you’ll use to log into JANNAF sites.
8. Note that your CVF needs to be renewed each year unless you’re a contractor and your DLA expiration date or Government Contract expiration date occur earlier.

**I have forgotten my password for logging into JANNAF websites. What do I do?**

1. Your user name is your email address.
2. Your password is a minimum of 15 characters and you set it up when you activated your approved account. Password format instructions are provided on the password reset page.
3. If you don’t remember your password, after clicking “Login” on the JANNAF home page, click the link “Forgot Password?”
4. An email with a weblink to reset your password will be sent to you. You may need to check your junk mail folder.
5. Note that if your account will expire between now and December, you will need to go through the renewal process prior to the December meeting in order to register and attend. You’ll receive a renewal email to begin the process a shortly before your account expires.