

## **DragonflyMax:**

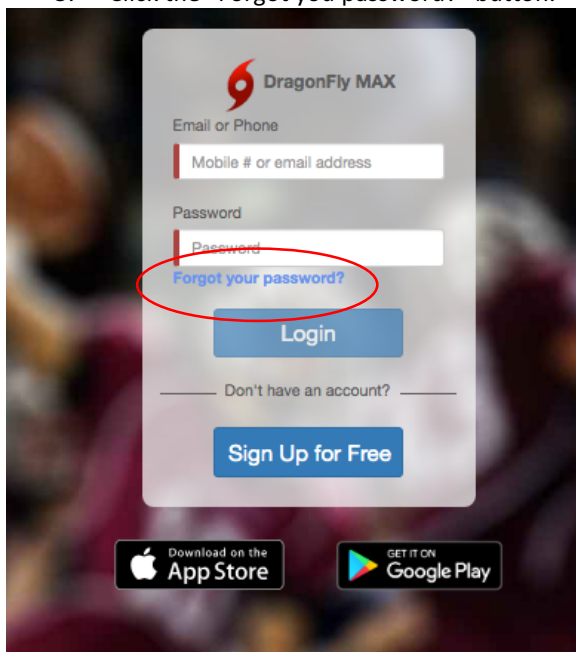
**If you have created an account but have forgotten your user name, password, or both, please do NOT create another account. Follow the directions below to gain access to your account.**

**How to access your account if you have forgotten your user name, password, or both.**

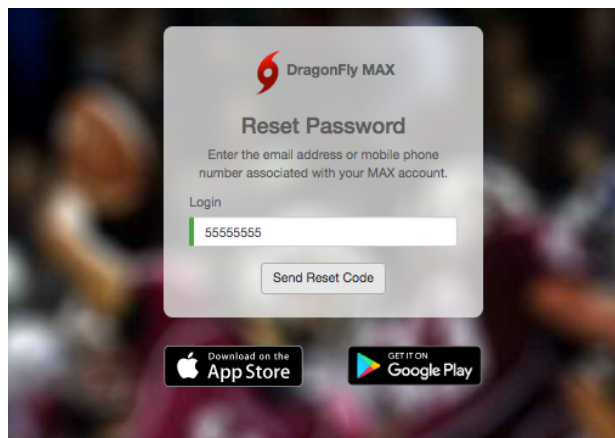
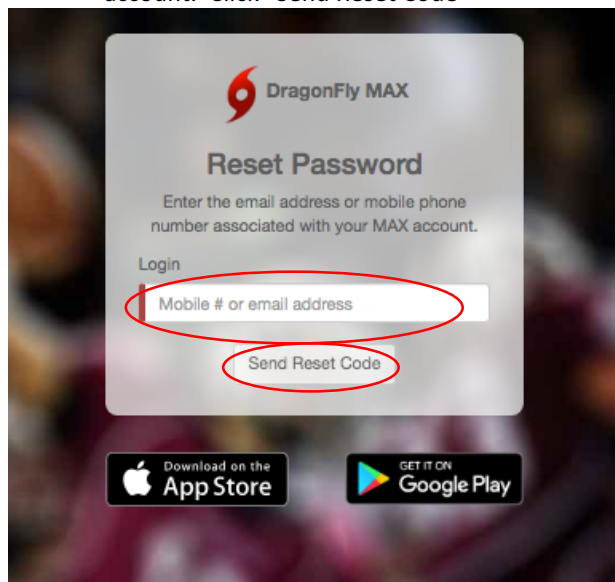
1. Visit [DragonflyMax.com](https://DragonflyMax.com)
2. Click "Login/Sign-Up" at the top of the screen.



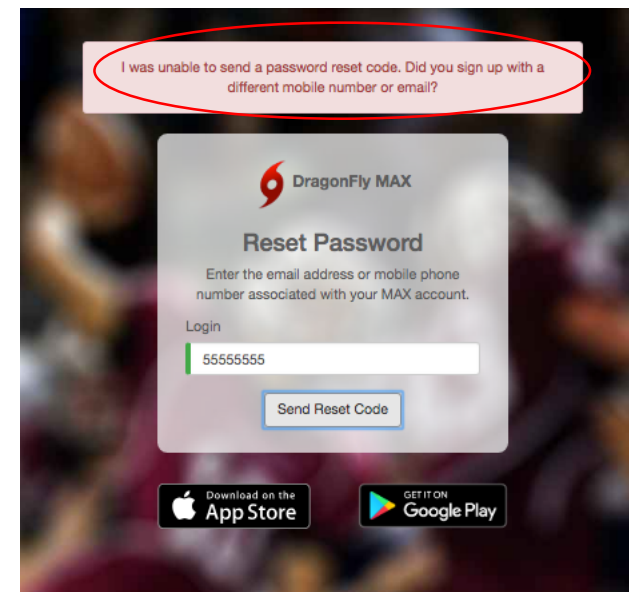
3. Click the "Forgot your password?" button.



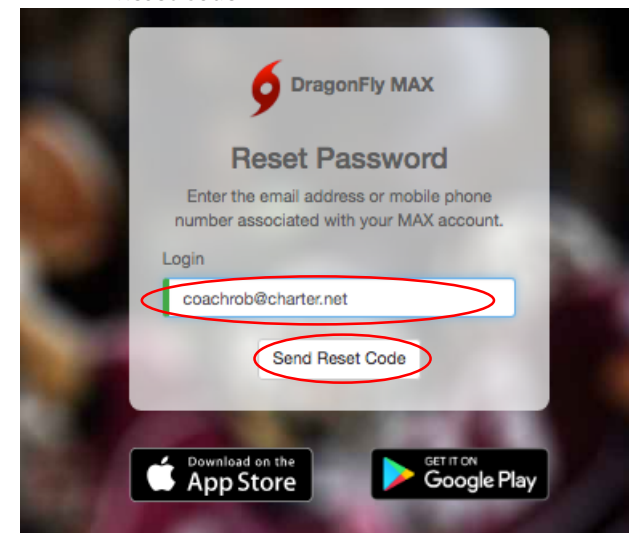
4. Enter the email or cell phone number that you think that you used when you created your account. Click "Send Reset Code"



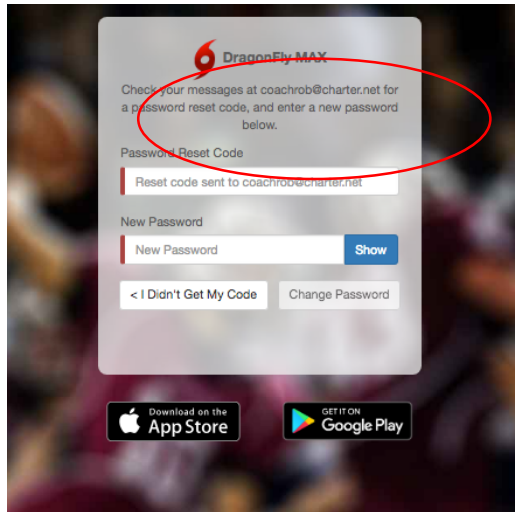
5. If the email or phone number is NOT the one you used when you created your account you will get the following message at the top: "I was unable to send a password reset code. Did you sign up with a different mobile number or email?"



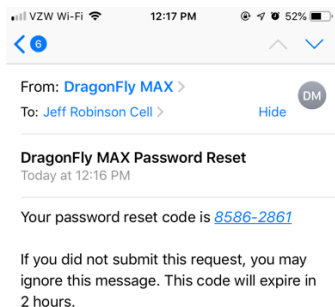
6. Enter a different email or cell number that you might have used in the Login space. Click "Send Reset Code"



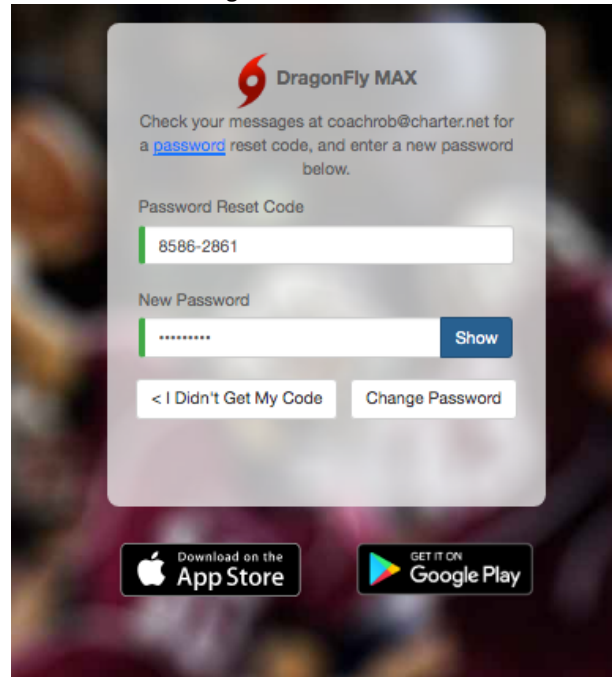
7. Notice when the correct cell number or email has been used you will get a message at the top of the screen which lets you know that a reset code has been sent.



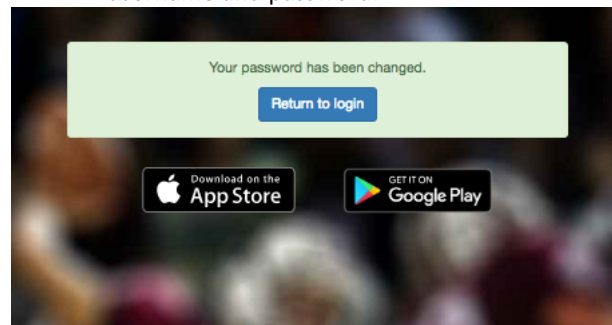
8. Check your email or text messages for the reset code.



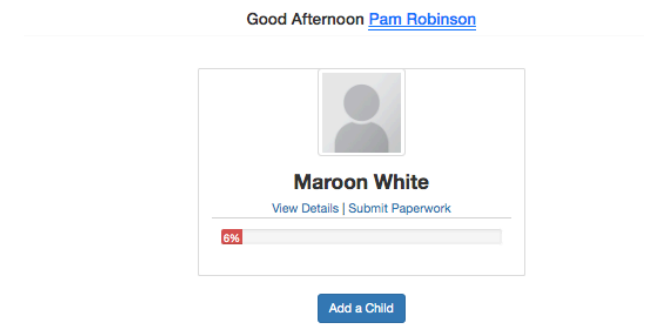
9. Enter your reset code and your password then click "Change Password"



10. Click "Return to login" and enter your username and password.



11. Click on "submit paperwork" in order to complete paperwork or "Add a Child" if you have an additional child to add.



12. Click "Get Started" for the school year that you need to submit paperwork

