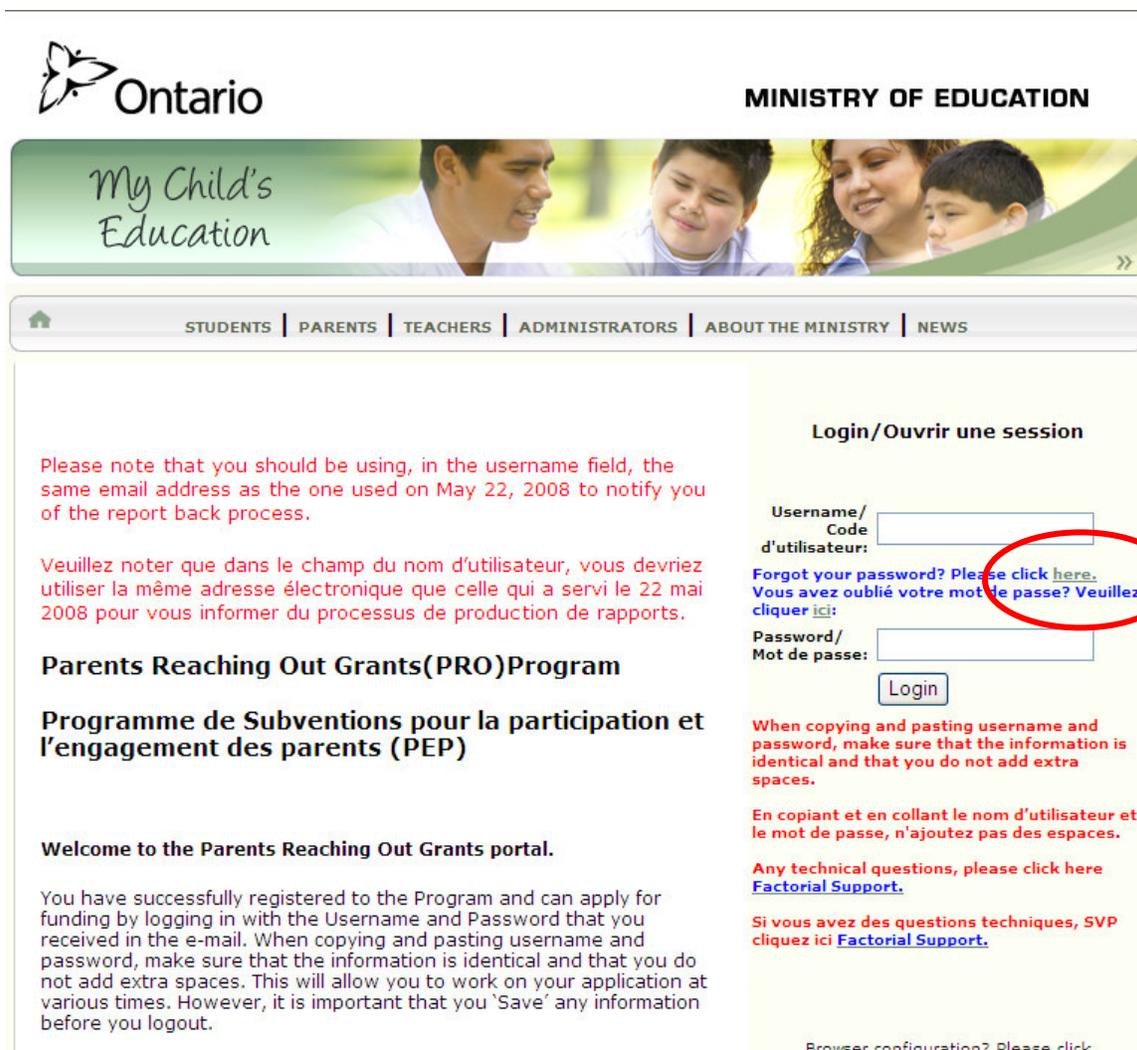# Lost Password Instructions:

If you already registered in the system before, please do not attempt to register again, if you forgot your password:

Click on this link:
http://education.factorial.ca



Click on Forget your password, Please click **here** link

A Request Password window will pop up:
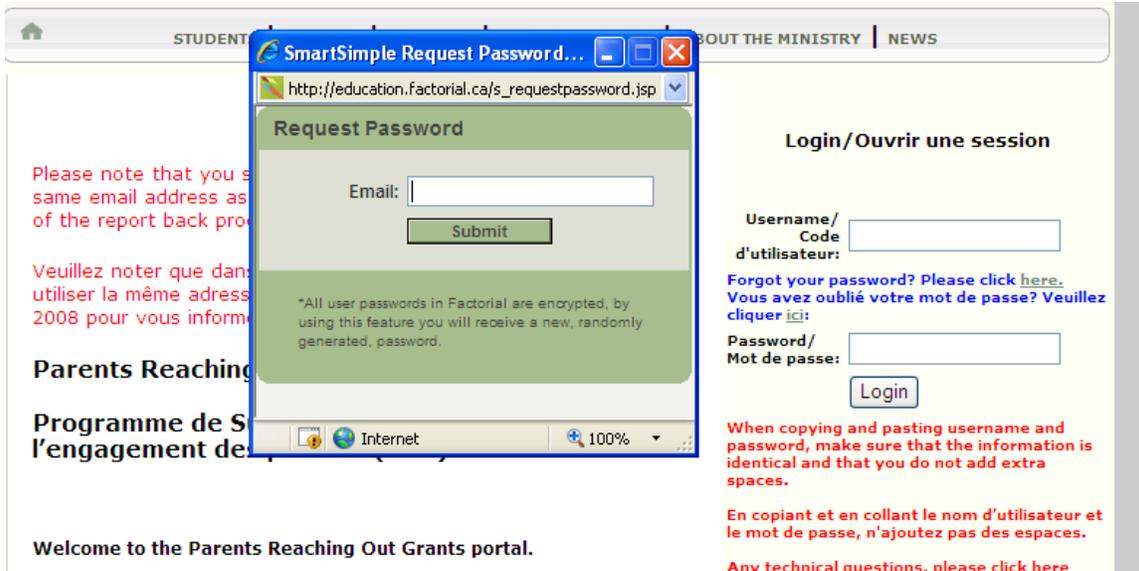
Type in your email address in the box,
The email address should be the same email address that you used when you first registered.
Please note that your email address is used as your username.

click on Submit button.
You will receive an email message from support with your username and a temporary password, please check also the junk mail folder.
Login again to http://education.factorial.ca

Type in your username and the password that is provided to you in the email.

When copying and pasting username and password, make sure that the information is identical and that you do not add extra spaces.

Once you enter the portal, we suggest that you change your password.
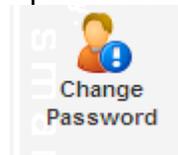


To change your password, click on change password icon  on the left side to change your password

If you have a saved application/working document, your application title and application number will show up in the below list.

| Application Title | Application Number |
| --- | --- |
| | |

In this case please click on the Saved Application or Working Document icon on the left menu, click the link under "Research Type" to continue working on your unfinished application form.

If you haven't started an application yet, no application title and application number will show up in the below list. In this case please click on New Application Form icon on the left menu to start your application.

Please note: DO NOT create multiple applications, you should only submit your application once.
To check your submitted application, please click on "Applications Under Review" icon on the left menu.

**Report Back Instructions**

To access the report back form, please click on the REPORT icon located on the LEFT menu.

The approved grant proposal will appear, click on your application name which is listed under the APPLICATION TITLE to open your approved grant.

Click on the New Report Back Form button, located at the TOP LEFT corner to open the window for the Report Back Form. Please answer all of the questions.



| | Change Password |
| --- | --- |
| Old Password: | |
| New Password: | |
| Confirm New Password: | |
| Policy: | Minimum Characters - 6 |
| | Submit |