

# Frequently Asked Questions

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## Where is my account verification email?

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If you are having trouble receiving the account verification email, please check your spam or junk folder. Some mail servers are more restrictive and the email could get flagged as potential spam or junk. If you have access to an alternative email (e.g. Gmail, Yahoo, etc), you can try signing up with a different email address if you can't locate the verification email in spam or junk.

## How can I get a new verification email?

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You can get a new verification email sent to you by doing the following:

1. Go to <https://fd-tools.ncsa.illinois.edu/> and click the **Login** button.
2. This should take you to the login page. Enter the email address you used to create the account and the password and click **Log In**.
3. If you entered the correct email/password you used to create the account, the page should show a verification message stating that an email has been sent to you.

These steps will only work if you enter the correct email and password.

## How can I get a new verification email if I forgot my username and password?

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If you forgot your username and password and need to still verify your account, do the following:

1. Go to <https://fd-tools.ncsa.illinois.edu/> and click the **Login** button.
2. This should take you to the login page. Click the **Forgot Password?** link.
3. Enter the email you used to register for your account and click Submit. The page should notify you that you will receive an email shortly with further instructions.

When you receive the email, click the reset password link in the email. This will send you to a page that says a verification email was sent to your email address. Once you receive the verification email, click the link in the email to verify your account. Now that your account is active, you should be able to go through the steps to reset your password.