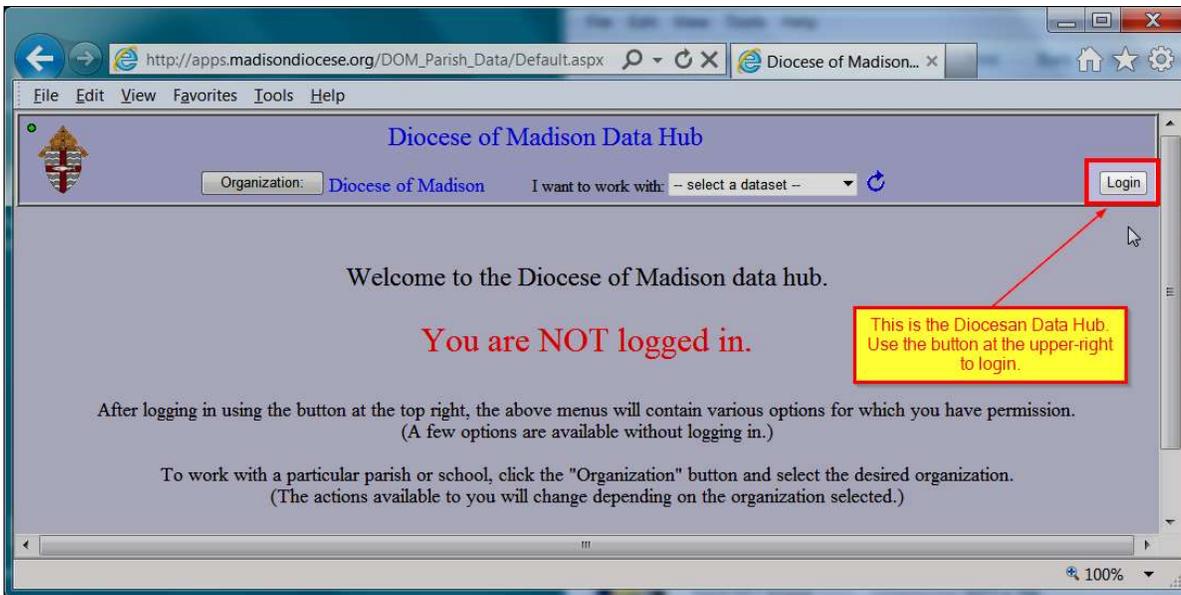


# Recovering your Login Credentials on the Hub

To begin with, you MUST have a valid email address configured for your Hub user account in order to use this recovery mechanism, as it works by simply sending a special email message to your email account. This email message contains a special link - uniquely created for each recovery attempt – which you must click within 5 minutes of its being generated. (After that, it expires and will no longer work.) You may also simply call a diocesan staff person to help you reset your password and login.

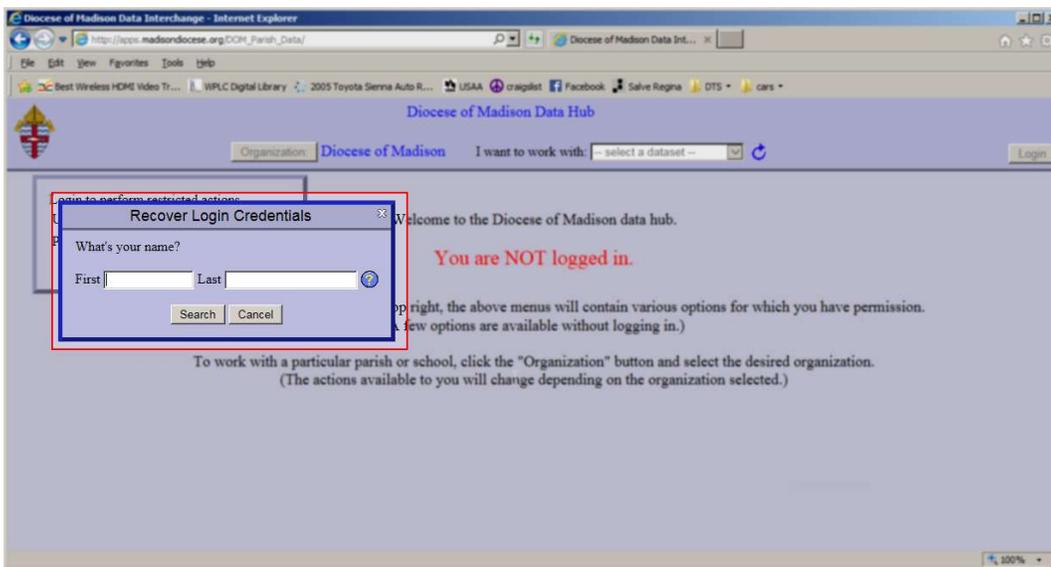
To reach the Diocesan Data Hub, go to [www.MadisonDiocese.org/Hub](http://www.MadisonDiocese.org/Hub)



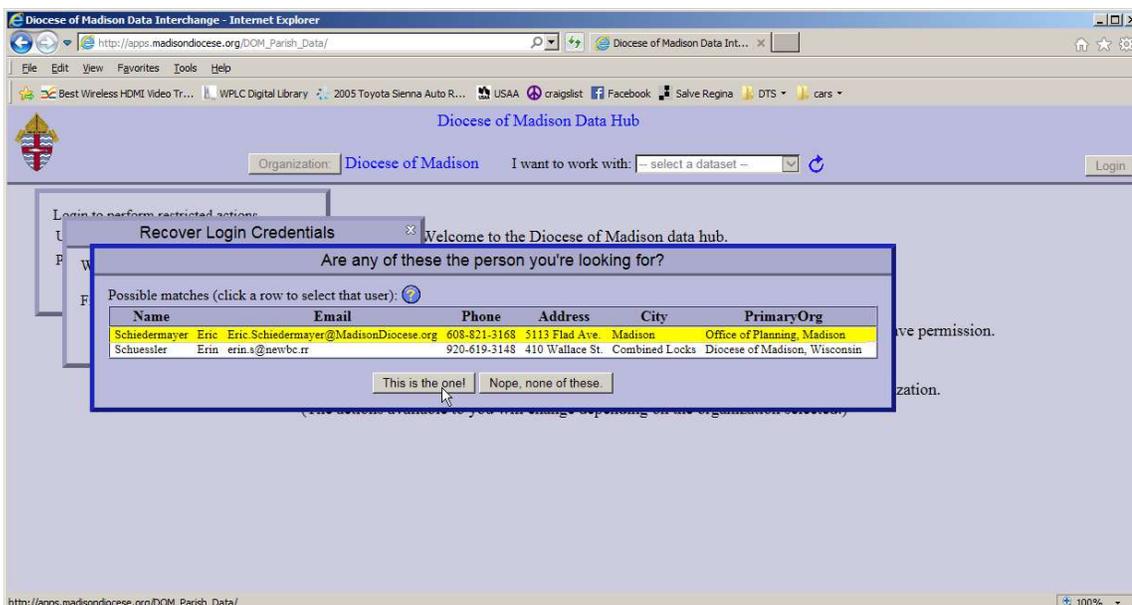
Upon clicking the login recovery button (the little blue question mark), the following reminder is displayed:



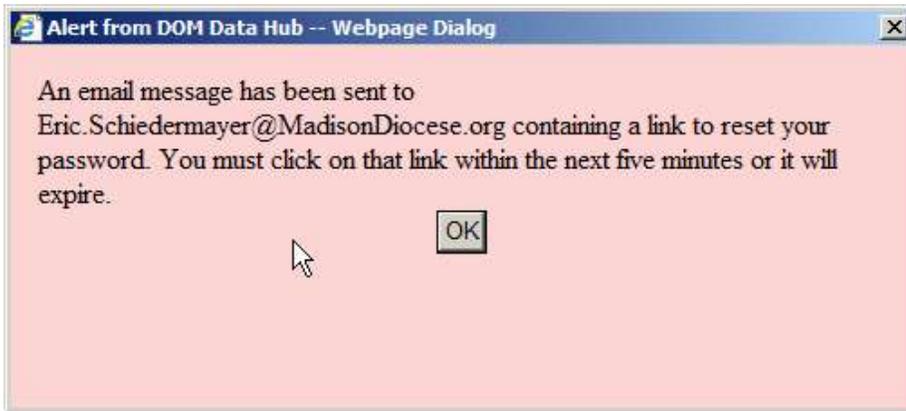
Click OK to begin the process of telling the system who you are. The following dialog appears, wherein you enter your name:



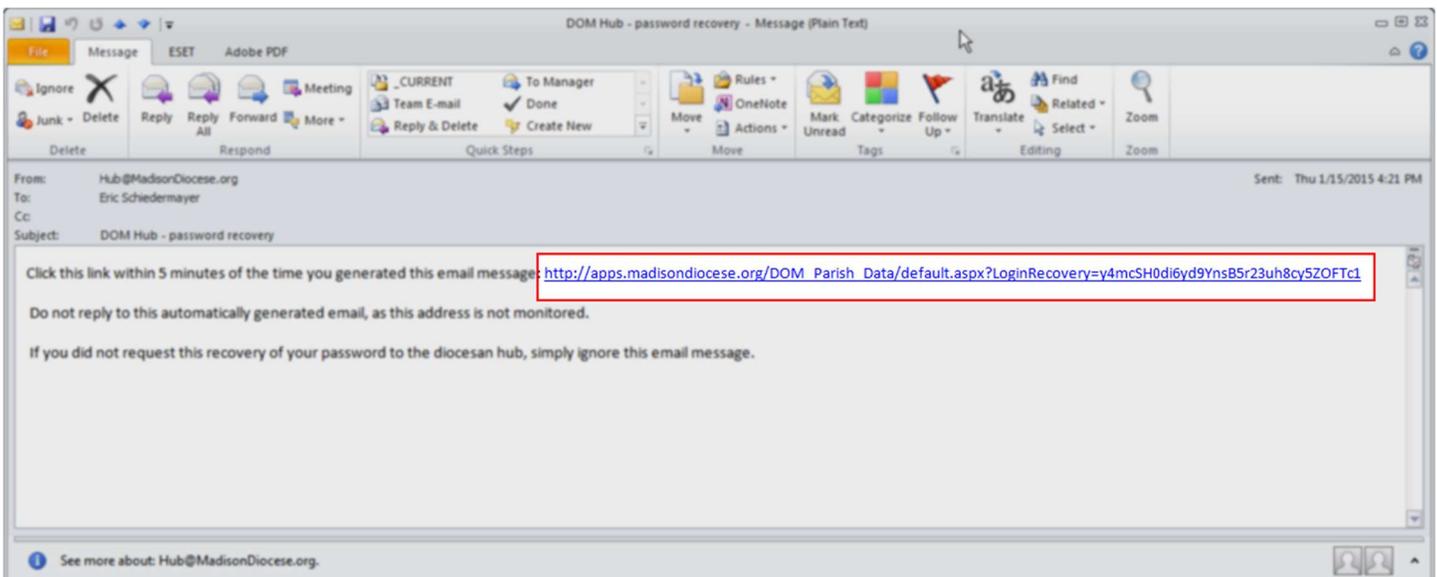
After entering your first and last name, click the Search button. A list of potential matches configured in the system will be shown. (A "fuzzy search algorithm" is used in an attempt to cover possible misspellings.)



If your name appears in the list, select it (the selected name will show with yellow highlight) and click the button “This is the one”. If your name does not appear, click the button “Nope, none of these” and you will be taken back to the earlier dialog where you can try again with a different possible name. Once you click “This is the one”, you will be shown this reminder that a special email message is being sent to the address configured in the system for the name you selected.

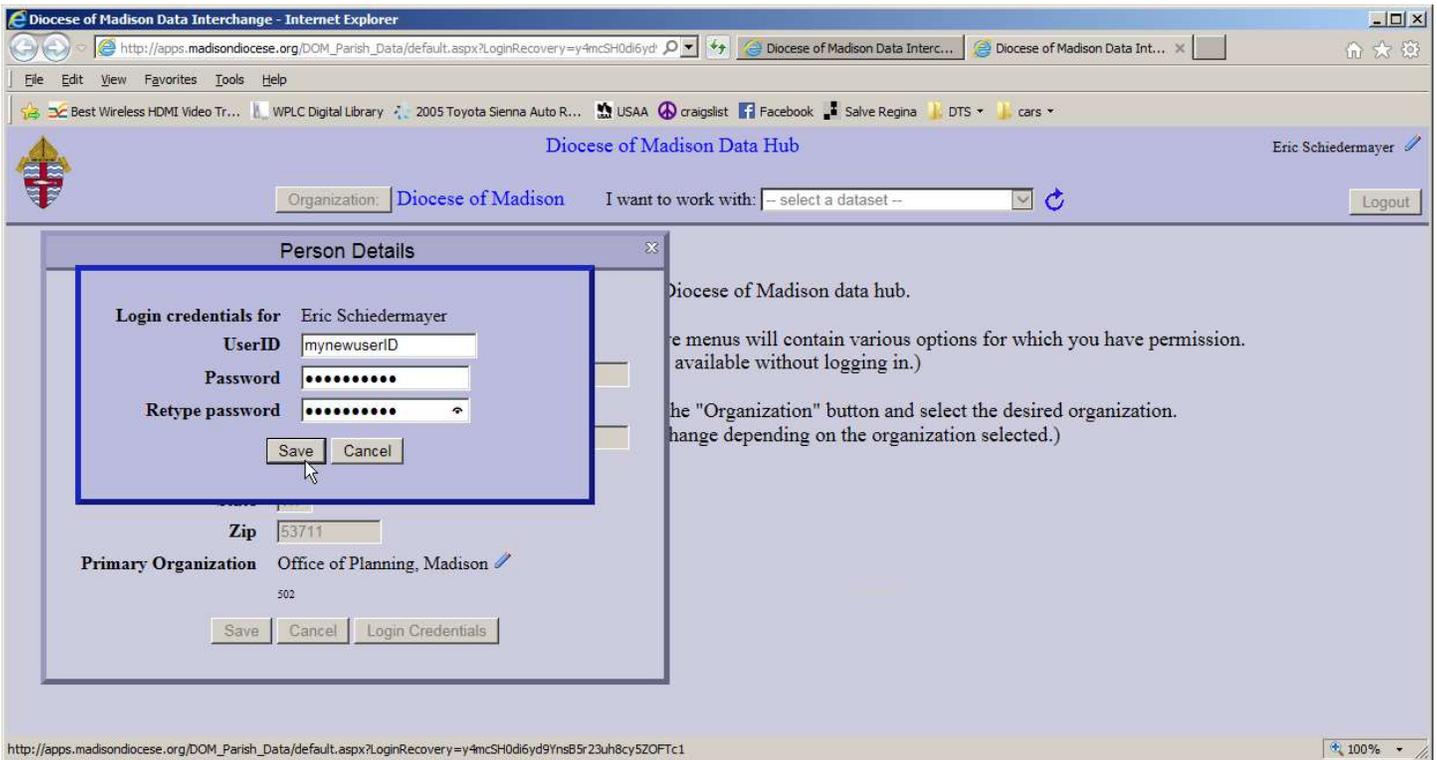


Go immediately to your email program and open the special email message. (It may take a minute or two for this email to wend its way through the internet mail world.)



You must click the link in this email message within five (5) minutes of the time the message was generated in the above steps. If you wait longer than five minutes, the link will expire and you will have to repeat the above steps to generate a new such email message. (This is a security mechanism to prevent unauthorized access from an old email message.)

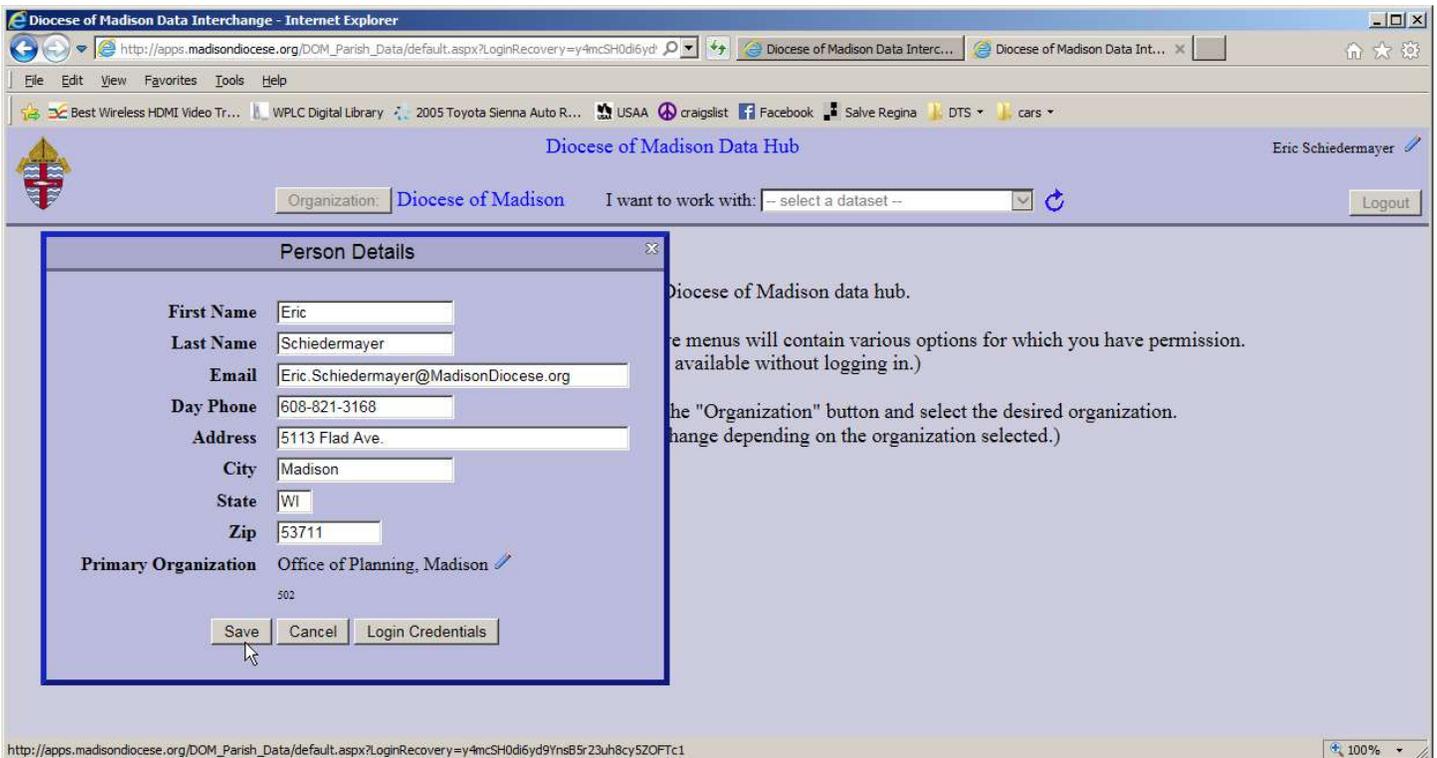
Upon clicking the link in the email message, you will be automatically logged in and taken to the screen where you can reset your login credentials.



Change your userID and password and click the "Save" button.

**NOTE!** You should select a reasonably secure password, preferably using at least eight (8) characters, including at least one each from upper case letters, digits and lower case letters.

Once you have saved your new login credentials, you will also have the opportunity to update your contact information from this dialog:



Make any desired updates, press the “Save” button (or “Cancel” if you do not desire to update any of these fields at this time), and you will find yourself at the main welcome screen of the Diocesan Data Hub, already logged in, where you can proceed to use the tool.



For assistance, feel free to contact these diocesan staff:

Rebecca Fischer	608-821-3015
Anna Delaney	608-821-3149
Marie Lins	608-821-3160
Eric Schiederemayer	608-821-3168