

# Existing Users – New Login Process

## Existing Ripple Effects Accounts – Email Address Previously Confirmed:

1. **Log in with current credentials:** Go to <https://rippleeffectsweb.com/adminportal/> and enter your 9-digit access code.



You will then be asked to sign-in with your current Ripple Effects ID (email address) and current password. (The one you've been using.) This action activates a password reset.



2. **Update your password:** To update, you will receive a temporary password via email.\* This temporary password will be a 12-character code and expires in 7 days.\*\* Then create a new password for your account.



3. **You're in!** From now on to login, enter your email address and password at: [rippleeffectsweb.com](https://rippleeffectsweb.com). Please update any links or bookmarks.

\*Look for an email from [support@rippleeffects.com](mailto:support@rippleeffects.com). Please check spam, if you do not see it.

\*\*If your link has expired, contact your site's Ripple Effects administrator or Ripple Effects Support at [support@rippleeffects.com](mailto:support@rippleeffects.com)

# For Existing Ripple Effects Accounts – Email Address Not Confirmed:

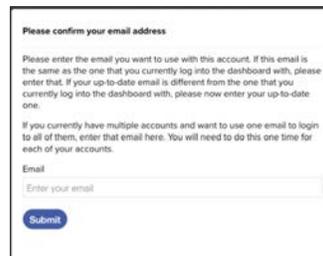
1. **Log in with current credentials:** Go to <https://rippleeffectswb.com/adminportal/> and enter your 9-digit access code.



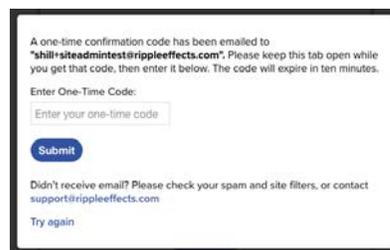
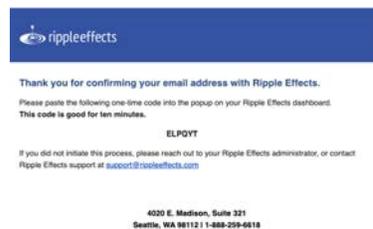
You will then be asked to sign-in with your current Ripple Effects ID (email address) and current password. (The one you've been using.) This action activates a password reset.



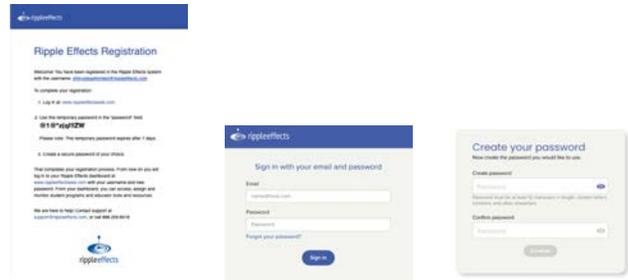
2. **Confirm your email.** Confirm the email account you want to use moving forward. It must be an email that you currently have access to.



3. **Activate verification code:** Look for an email\* with a 6-character confirmation code. This code will expire in 10 minutes.\*\* Follow the instructions to confirm the account and set a new password.



4. **Update your password:** To update, you will receive a temporary password via email.\* This temporary password will be a 12-character code and expires in 7 days.\*\* Then create a new password for your account.



5. **You're in!** From now on to login, enter your email address and password at: [rippleeffectsweb.com](http://rippleeffectsweb.com). Please update any links or bookmarks.

\*Look for an email from [support@rippleeffects.com](mailto:support@rippleeffects.com). Please check spam, if you do not see it.

\*\*If your link has expired, contact your site's Ripple Effects administrator or Ripple Effects Support at [support@rippleeffects.com](mailto:support@rippleeffects.com)

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If you need any help, feel free to reach out to our support team at [support@rippleeffects.com](mailto:support@rippleeffects.com) or 888.259.6618.

We're here to assist you!