Forgot Username or Password

Main Residency Match and Specialties Matching Service

All R3® Users
If you have forgotten the password or username you created to access the R3® system, you can use the I Forgot My Username or Password link to update this information. Follow the instructions in this guide.

Forgot Password:
1. On the Login screen, click the “I forgot my Username or Password” link.
The **Forgot Password** and **Forgot Username** fields display.

**Forgot Password, continued:**

2. Enter your **Email Address** in the applicable field.

3. Click **Submit**.
Forgot Password continued:

4. A green note displays indicating an email has been sent to your Inbox.

5. View the message in your email Inbox.

6. Click the **Click here to reset password** link. Please note the password link will expire in 24 hours.
Forgot Password continued:

7. Enter a new password. Your password must:
   a. Be alphanumeric
   b. Contain at least 8 characters
      • 3 characters must be an uppercase letter, lowercase letter, a number, or special character (#!$%)

8. Re-enter the new password.

9. Click **Change Password**.
Forgot Password, continued:

10. A green note indicates your password has been reset successfully. Login using your new password.
To retrieve your username, follow the steps below.

**Forgot Username:**

1. In the **Forgot Username** section, enter your **Email Address** in the appropriate field.
2. Click **Next**.
Forgot Username, continued:

3. Answer the security questions you selected during registration.
   
a. If your answers to the security questions are invalid, contact the NRMP Help Desk at 866-653-6767 for further assistance.

4. Click **Send Email**.
Forgot Username, continued:

5. A message displays indicating your username has been emailed to you.
   
a. Access your email to obtain your username.

6. Click Login.
Forgot Username, continued:

7. The R3® login screen displays. Enter your username and password.

8. Click Login to continue.