My Password No Longer Works

#### When trying to open a Green’s program, it keeps saying incorrect password and won’t let you inside the program

# Potential Solutions for the WMT within the Green’s Test Platform:

* Press then release the Alt key then try the password
* Press then release the Shift key then try the password
* Press then release the Ctrl key then try the password
* Press then release the Windows key then try the password
* Hold down the Shift key while you type your entire password (*note: make sure to hold the Shift key, do not use the CAPS lock key at this time*)
* Try turning on the CAPS lock key and typing in your password as you normally would
* If you have previously changed your password, or if a different password was used during installation, try those passwords
* If there are other user accounts/logins that use the program on your computer, try using their passwords
* Try using our suggested password (contact us for the password – see contact info below)

# Potential Solutions for MSVT, NV-MSVT, MCI:

* Hold down the Shift key while you type your entire password (*note: make sure to hold the Shift key, do not use the CAPS lock key at this time*)
* Try turning on the CAPS lock key and typing in your password as you normally would
* If you have previously changed your password, or if a different password was used during installation, try those passwords
* If there are other user accounts/logins that use the program on your computer, try using their passwords
* Try using our suggested password (contact us for the password – see contact info below)
* If all else fails, uninstall the program to reset your password (select “No” if you are asked to delete patient data). All of your patients and test results will remain intact. Reinstall the program (note that you will need to call us for a registration code during installation). You may want to use our suggested password when you reinstall.

### To prevent this in the future for MSVT, NV-MSVT, MCI:

* Always ensure that only the left mouse button is used during test administration. Do not use the right-mouse button, and do not use the Shift keys.
* On the main window of the program, choose Options 🡪 Change Password. Change your password to all lowercase letters, with a minimum of 5 lowercase letters. Do not use capital letters, do not use numbers and do not use special characters.

# Potential Solutions for RSPT, EPT, LPT:

* Try turning on the CAPS lock key and typing in your password as you normally would
* Try using the default password (contact us for the password – see contact info below)
* If all else fails, uninstall the program to reset your password (select “No” if you are asked to transfer your credits to a new computer). All of your patients and test results will remain intact. Reinstall the program (note that you will need to call us for a registration code during installation)

# Contact Information:

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