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What should I do if I forgot my HSI Blue Ocean Brain password?

If you cannot remember your HSI Blue Ocean Brain password, you can request a new password be sent to you by completing the instructions below.

Step 1: Select the [Sign In](#) button on the Blue Ocean Brain homepage and enter your email address or username.

Step 2: Once you get to the Password screen above, select the [Forgot Your Password?](#) link and enter your email address.

A link will be sent to your email address with instructions on resetting your password.

Note: If you are not directed to the HSI Blue Ocean Brain login screen, but rather your company's sign-on page appears instead, you will need to sign in to HSI Blue Ocean Brain using your company credentials. If you've forgotten your company login credentials, please contact your organization's IT department.

What should I do if I didn't receive my "Forgot Password?" email?

If you didn't receive your "Forgot Password?" email within a few minutes, please confirm the following:

- **Does your organization have a current subscription to HSI Blue Ocean Brain, and if so, do you have an account in HSI BOB?** If your organization has a current subscription and you do have an account, make sure your email address and password are spelled correctly.
- **Do you have more than one work email address?** Your HSI Blue Ocean Brain account may be linked to a different work email address.
- **Is your "Forgot Password?" email in your spam or junk folder?** The email may have been sent there in error!

If you answered "Yes" to question 1 and "No" to questions 2 & 3, and you haven't received your "Forgot Password?" email, please [email support@blueoceanbrain.com with your name, organization, and a short description of your issue](mailto:support@blueoceanbrain.com) and our Support Team will be happy to troubleshoot!

Note: If you are not directed to the HSI Blue Ocean Brain login screen, but rather your company's sign-on page appears instead, you will need to sign in to HSI Blue Ocean Brain using your company credentials. If you've forgotten your company login credentials, please contact your organization's IT department.

How do I reset my password?

If you know your HSI Blue Ocean Brain password, you can change and/or update your password in your account settings.

To update and/or change your current Blue Ocean Brain password, log into your [Blue Ocean Brain](#) account and select Profile in the top right toolbar. In the drop-down menu, select Settings.

Underneath the field titled Password, select Change Password. Enter your current password, your new password, and then your new password again to confirm. Select Change Password to save the new password.

Note: If you do not see the option to update your password, you will need to sign in to Blue Ocean Brain using your company credentials, as your organization is utilizing Single Sign-On (SSO). If you've forgotten your company login credentials, please contact your organization's IT department.

Still having trouble? Please [email support@blueoceanbrain.com with your name, organization, and a short description of your issue](mailto:support@blueoceanbrain.com) and our Support Team will be happy to troubleshoot!