

How to resolve log-in problems

Are you are having trouble getting into your StrongStart account?

Log-In

The login information you provided was incorrect.
Please try again.

Please Enter Your Log-In Information

Username
Jane123!

Password
Password

Submit Cancel

Forgot your login information?
[Reset Password](#)
[Recover Username](#)

PLEASE DO NOT CREATE A NEW ACCOUNT!

People may think that their email address is their Username. **This is usually NOT TRUE.**

Use the options on the log-in page to:

- **Reset your Password, or**
- **Recover your Username**

This process uses the email you added to your account when you first registered. **If you have lost access to that account, this option WILL NOT WORK!**

In this case, [click here](#) to let us know.

Provide the following:

- Full name
- Date of birth
- Your new current email address

We will notify you when your account is ready for log-in.

*If you have had log-in problems **and** created another account, please contact us so that your accounts can be merged into one accurate and complete record of your training.*

StrongStartPDS@mass.gov