Forgot Username/Password

If you forgot your username or password, there are a variety of routes to obtain that information.

1. Call (843) 724-7327, or your respective facility and they can send you a reset email.
2. On home page: “Forgot your password? Click Here”
3. If you click Login, there are two options:
   a. If you have an account with us, but you’ve forgotten your username, please click here.
   b. If you have an account with us, but you’ve forgotten your password, please click here.

Click the option based on if you forgot your username or password – “If you have an account with us, but you’ve forgotten your username/password, please click here.”
Whichever link you chose ("forgot username" or "forgot password"), you will be prompted to this screen to put in your primary email address to receive an email with your username. If your email doesn't work or doesn't match our system, please call (843) 724-7327 or send us an email through the “Contact Us” button.

Once you click Submit, you’ll receive a confirmation note, saying “An email has been sent to the address entered. Please check your email for your login information.”
An email should appear in the inbox of the address you provided. You’ll receive an email when you request your username/password online AND when you call a facility and request your information to be reset or resent to you.

This email is verification that you requested your username and password. Click the link to reset username or password.

Once you click on the link, you’ll be directed back to the web and you’ll be asked to reset your password.
Once you hit submit and your passwords match, you’ll receive confirmation of the change, “Password reset successful.”

You should now be able to successfully log in with the username provided in your very first email and the password you just recreated.