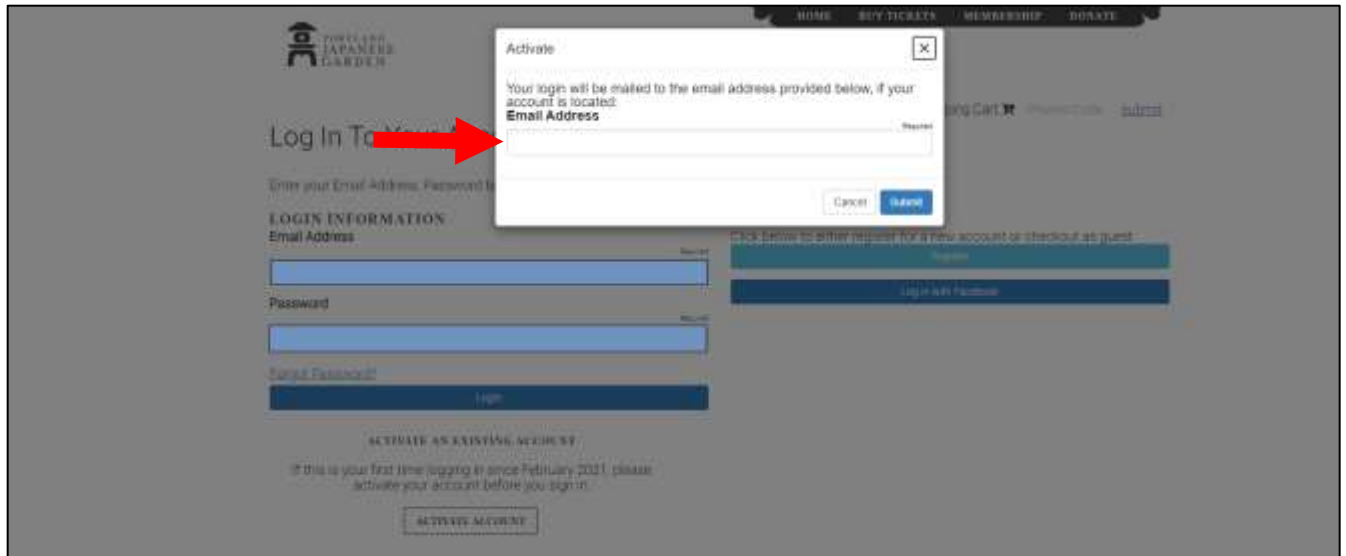


Please find step-by-step instructions for activating your account. If you need assistance, please contact [membership@japanesegarden.org](mailto:membership@japanesegarden.org).

1. To begin, [please click here](#). (You may also click “Activate My Account” within your Weekly Member email)
2. When prompted, please enter your email address and click “Submit”.



The screenshot shows the website's login page. A modal window titled "Activate" is open, prompting the user to enter their email address. The modal text reads: "Your login will be mailed to the email address provided below, if your account is located." Below this is a text input field labeled "Email Address" and a "Submit" button. A red arrow points from the "Log In To Member" link on the page to the modal window. The background page shows a "Log In To Member" section with fields for "Email Address" and "Password", and an "ACTIVATE AN EXISTING ACCOUNT" button.

3. In your inbox, you will find instructions for resetting your password. Please click “Reset Password”. (Please note, it may take a few minutes to receive instructions via email)

## Password Reset Request

You recently requested to reset your password. Please use the link below to reset your password.

 [Reset Password](#)

If you did not make this request, please contact [it@japanesegarden.org](mailto:it@japanesegarden.org) or call 503-542-9309.

**Portland Japanese Garden**  
611 SW Kingston Ave. Portland, OR 97205 · 503-223-1321  
<http://japanesegarden.org>

4. You will then be prompted to create a new password, which will officially activate your account.

The screenshot shows the Portland Japanese Garden website's account management page. At the top, there is a navigation bar with links for HOME, BUY TICKETS, MEMBERSHIP, and DONATE. Below the navigation bar, the user is logged in, and there are links for 'Logout', 'Your Shopping Cart', 'Promo Code', and 'submit'. The main heading is 'Please take a moment to update your login'. Below this, a message states: 'Your login is flagged as temporary. Please take a moment to update your login information. The email address and password you enter here will be your permanent login information.' The form is titled 'UPDATE YOUR PASSWORD' and contains two input fields: 'Password' and 'Confirm Password'. Two red arrows point to these fields. Below the input fields are two buttons: 'Save Changes' (highlighted in blue) and 'Continue Shopping'.

5. Once complete, you will have full access to our online account. You will also receive a confirmation email.

The confirmation message is displayed in a dark blue box with white text. The heading is 'Login Information Updated!'. Below the heading, it says 'Your online account has been updated.' and 'Login:'. A red link labeled 'Access Your Account' is provided. At the bottom right, there is a small square icon with an 'x' inside. The footer contains the contact information for Portland Japanese Garden: '611 SW Kingston Ave. Portland, OR 97205 · 503-223-1321' and the website URL 'http://japanesegarden.org'.