

CARS Password Recovery Instructions



If you have lost your CARS password, follow these instructions to determine how to proceed.

Are you attempting to recover your password for the **CARS website** or the **CARS tool**?

Click [here](#) to recover your password on the website.

Are you attempting to recover the **Admin password** or the **User password**?
(If you are unsure which password to recover, consult the [user manual](#).)

Have you set up and used the CARS tool before?

YES

NO

Do you or anybody else at your site have access to the Admin password?

NO

YES

Click [here](#) to access the CARS quick guides. The default admin username and password are included in the "New User Setup" quick guide.

Log in to the CARS tool using the administrator password. Under the "Administrator" tab, click "Add/Modify User" to view your user password.

For assistance in recovering your Admin password, please contact the Division on Addiction at <http://www.carstrainingcenter.org/help-desk/> under the "Contact Us" tab.

Please note that the person filling out the form should be the person in charge of the Admin password at your site (if you are the only person using CARS at your site, that's you).

To help us best assist you, please be prepared to provide us with as much of the following information as you have available:

- Which version of CARS (1.0, 1.01, 1.02, 1.03, 1.04, or 1.05) you are using
- Whether you are using CARS on a Windows or a Mac operating system
- Whether you have set up CARS as a networked or standalone installation
- The username, first and last name, and email address attached to your account on the CARS website