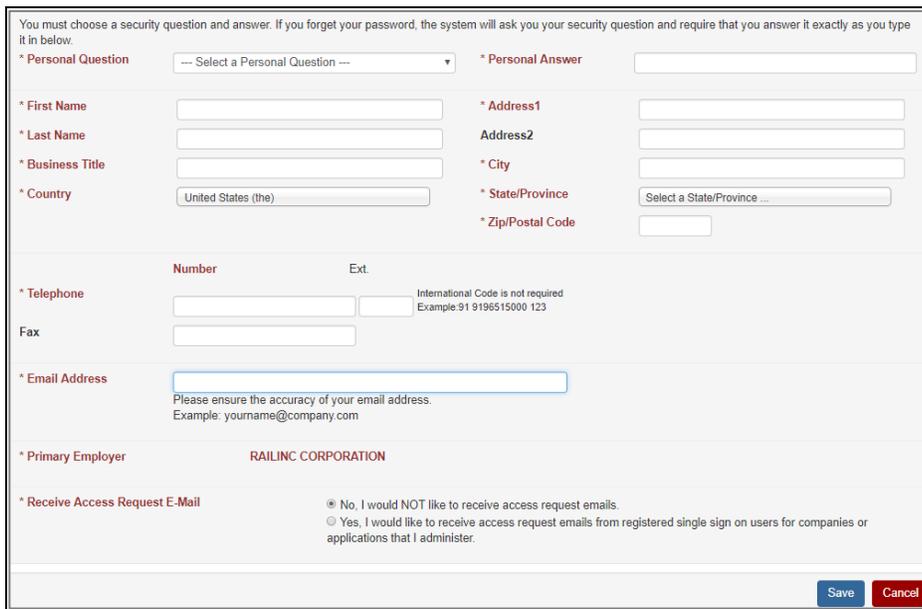**This Quick Guide helps Steelroads® users update their user profile and recover forgotten user IDs or passwords.**

You can access Steelroads through one of two links: either enter www.steelroads.com to access Steelroads directly, or enter www.railinc.com and then select the Steelroads application. Each link logs you into Steelroads by using Railinc's Single Sign On (SSO) system, which enables you to update your user profile as well as recover a forgotten user ID or password.

Updating Your User Profile

1. Use your web browser to navigate to www.steelroads.com or www.railinc.com.

2. Login using your user ID and password.

3. Select **User Services**.

4. Select **Update User Profile**. The User Profile page is displayed (see below).
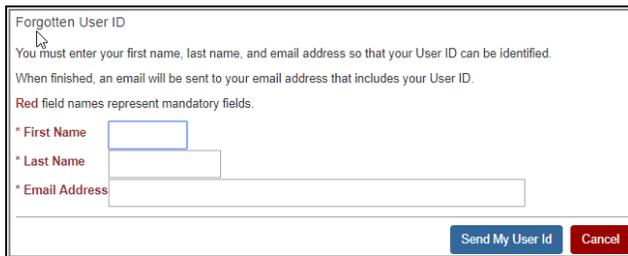

5. Update your information as needed and select **Save**.

Retrieving a Forgotten User ID

1. Use your web browser to navigate to www.steelroads.com or www.railinc.com.

2. Under the User ID field, select **Forgot User ID?** The Forgotten User ID page is displayed (see below).

3. Enter your first and last name as well as your email address, and then select **Send My User ID**.

    -   If the system can locate an account associated with your email address, an email is sent containing your User ID.
    -   If the system cannot locate an account associated with the email address you provided, you are prompted to try another email address or contact the Railinc Customer Success Center (at csc@railinc.com or 877-724-5462).

Resetting a Forgotten Password

1. Use your web browser to navigate to www.steelroads.com or www.railinc.com.

2. Enter your user ID.

3. Select **Forgot Password?**. A page is displayed to confirm that you want to start the password recovery process.

4. Select **Start Password Recovery**. An email is sent containing a link to continue with the password reset process.

5. Select **Click here to continue the password reset process**. A page is displayed for you to enter a new password (see below).
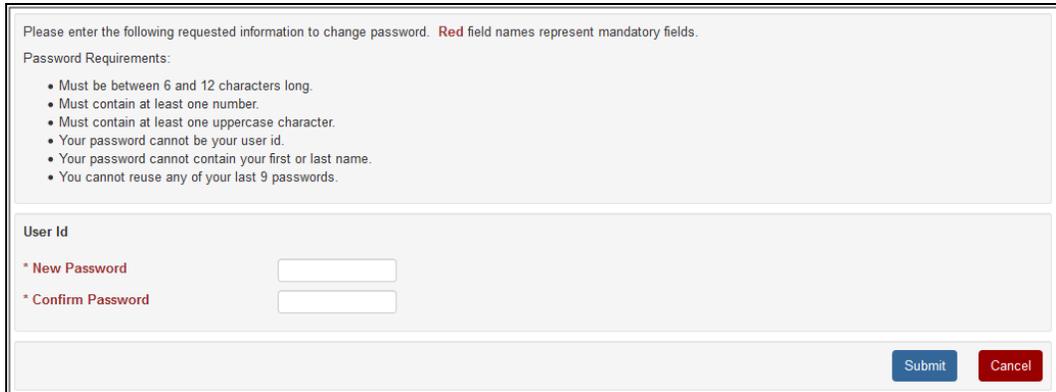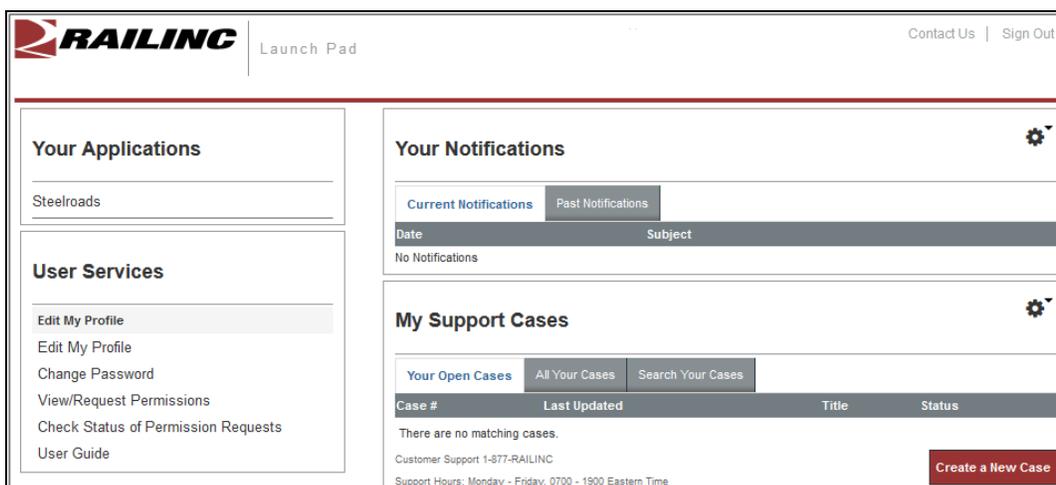

6. Enter a new password in the New Password and Confirm Password fields. Make sure your new password meets the password requirements listed on the page.

7. Select **Submit**. If your new password meets the password requirements, a confirmation message is displayed to confirm that your password has been changed.

8. Select **Continue** to go to the Railinc Launch Pad.

9. From the Railinc Launch Pad, select **Steelroads** from the list of applications to start Steelroads.

Refer to the *Railinc Single Sign On and Launch Pad User Guide* for more information. Contact the Railinc Customer Success Center at 1-877-RAILINC (1-877-724-5462) or csc@railinc.com if you need assistance.