

Accessing Temple Sinai's Member Portal

Please find the scenario below that best fits your situation.

A. I have never accessed the portal before.

- Go to <https://oaklandsinai.congregationconnect.com/>
- Click '*Forgot your password?*'
- Enter your username or email under '*Get a new password instantly!*' (These will be the same if you have never logged in. Use the email address at which you are receiving this message).
- The *Check your email* page will appear. Your password recovery email (From: OaklandSinai Portal, Subject: OaklandSinai Portal Password Recovery) will arrive shortly.*
- Click the link in the email to reset your password.
- Follow the instructions to create a new password, security question and security answer.
- Click submit.

B. I received a portal invitation email.

- Great! Follow the instructions in the portal invitation (From: OaklandSinai Portal, Subject: 'Your activation email...') by accessing the portal with your provided username and password at <https://oaklandsinai.congregationconnect.com/> or click the link to log in.
- Create a new password, security question and security answer.
- Click submit.

C. I have accessed the portal before, but forgot my password.

- Go to <https://oaklandsinai.congregationconnect.com/>
- Click '*Forgot your password?*'
- Enter your *username or email* under '*Get a new password instantly!*' (If you didn't change your *username*, these will be the same: the email address at which you are receiving this message. Contact shaun@oaklandsinai.org if you are having trouble with this step).
- The *Check your email* page will appear. Your password recovery email (From: OaklandSinai Portal, Subject: OaklandSinai Portal Password Recovery) will arrive shortly.*
- Click the link in your email and answer your security question. See below.

1. I remember my security question answer.

- Once answered successfully, you will be asked to provide a new password.
- Click Submit.

2. I don't remember my security question answer.

- Please contact shaun@oaklandsinai.org and he will manually reset your password.
- Once reset, you will receive an email (From: OaklandSinai Portal, Subject: Password Reset for OaklandSinai Portal).
- Either use the temporary password provided and login at <https://oaklandsinai.congregationconnect.com/> or click the link in the email.
- You will be asked to create a new password, security question and security answer.
- Click submit.

*If you do not receive an email, please contact shaun@oaklandsinai.org and he will manually send you a password reset or password creation email (in case of scenario A above), or reactivate your portal profile (in case of scenario C above).

You will receive an email (From: OaklandSinai Portal, Subject: Password Reset for OaklandSinai Portal). Either use the temporary password provided and login at <https://oaklandsinai.congregationconnect.com/> or click the link in the email to change your password, security question and answer.