



Resetting your Password

Are you already registered and need to reset your password? Whether you're accessing from your desktop/laptop or your mobile device (phone, tablet, etc.), follow the instructions below.

Desktop - Laptop - Web Instructions

Access the portal login page at: <https://clientportal.lenapevf.org/login>

Click "Help, I can't sign in"

A screenshot of the "Sign in" page for the Lenape Valley Foundation. The page features the organization's logo at the top left. Below the logo is the heading "Sign in". There are two input fields: "Account" (with placeholder text "Username or email") and "Password". Below these fields is a green "Sign in" button. At the bottom of the form, there is a link that says "Help, I can't sign in", which is highlighted with a green rectangular box.

Enter your username or your email address & your date of birth

A screenshot of the "Account Recovery" page for the Lenape Valley Foundation. The page features the organization's logo at the top left. Below the logo is the heading "Account Recovery". Underneath is a sub-heading: "Enter an account identifier to receive a link to reset your password or recover a username." There are two input fields: "Email, phone, or username" and "Date Of Birth (MM-DD-YYYY)". The "Date Of Birth" field has a small note below it: "Clients must enter their date of birth to proceed. Other users can leave this field blank." Both input fields are highlighted with green rectangular boxes. At the bottom of the form is a green "Reset" button.

Click Reset



Account Recovery

Enter an account identifier to receive a link to reset your password or recover a username.

Email, phone, or username

Date Of Birth (MM-DD-YYYY)

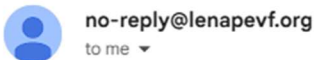
Clients must enter their date of birth to proceed. Other users can leave this field blank.

Reset

Check your email for the reset instructions.

The email will come from noreply@lenapevf.org.

Click the reset link provided in the email



Forgot your password or username? Please follow the link below to create a new password or to recover your username.

https://clientportal.lenapevf.org/reset_password/ODU2MjM0-cwybmv-77a60a4415a6ffefd8b60f440fac21fb/

Enter your date of birth, your new password, and your new password again to confirm.

Password requirements: minimum of 8 characters

Click Reset to submit the password reset.

Account Recovery

Please enter your new password twice so we can verify you typed it in correctly.

Date Of Birth (MM-DD-YYYY)

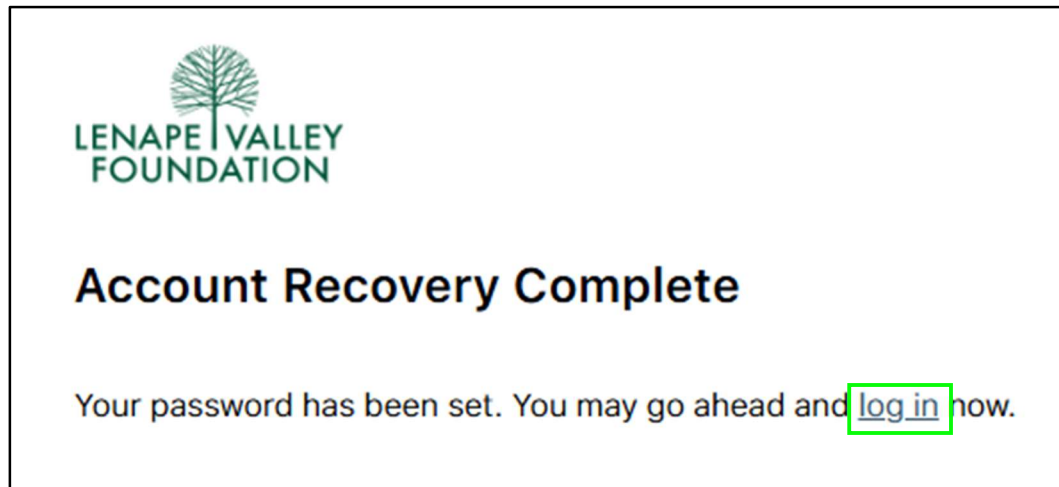
New password

Your password must have a minimum of 8 characters.

Confirm password

Reset

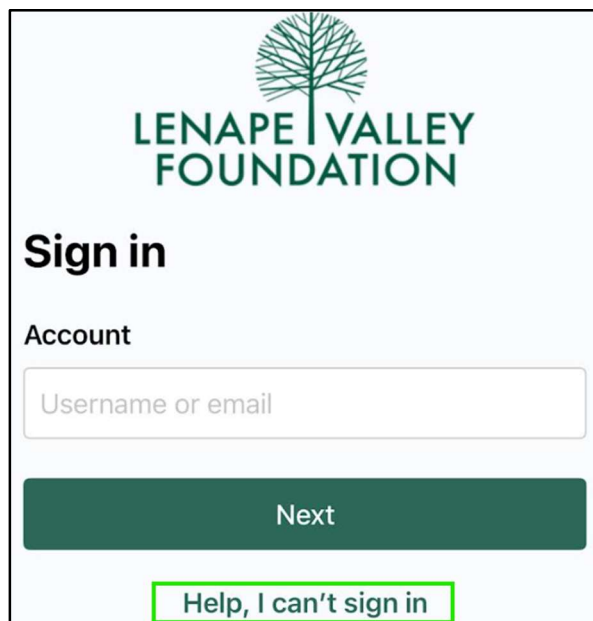
Click the link found in the Account Recovery Complete screen



Login with your username or email and the new password you just created

Mobile App Instructions

Open the LVF Client Portal app from your mobile device and click "Help, I can't sign in"



Enter your username, email or phone number and your date of birth (see TIP below).

The image shows a mobile app interface for account recovery. At the top is a 'Back' button. The title is 'Account recovery' with a subtitle: 'Enter an account identifier to receive a link to reset your password or recover a username.' There are two input fields: 'Email, phone or username (required)' with a green border, containing 'testemail@gmail.com', and 'Date of birth' with a placeholder 'MM-DD-YYYY'. A green 'Continue' button is below. Below the form is a date picker with a purple border, showing months (July, August, September), days (28, 29, 30), and years (2023, 2024, 2025). Navigation buttons 'Clear' and 'Done' are at the top of the date picker.

Month	Day	Year
July	28	2023
August	29	2024
September	30	2025

TIP – when the date picker pops-up, start with your DOB YEAR, then DAY and then MONTH. The date picker defaults to the day you're resetting. If your DOB MONTH falls after [today] and the year is set to the present year, the date picker will not allow your selection. Always start with your DOB YEAR when accessing via a mobile device.

Click Continue

Account recovery instructions sent

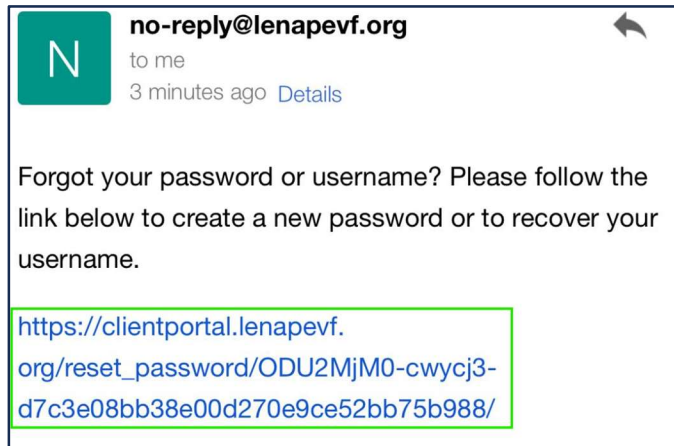
If the details you entered matches our records, you will receive recovery instructions shortly.

If you don't receive the instructions, please make sure you entered the correct information, and check your spam folder.

[Return to sign in →](#)

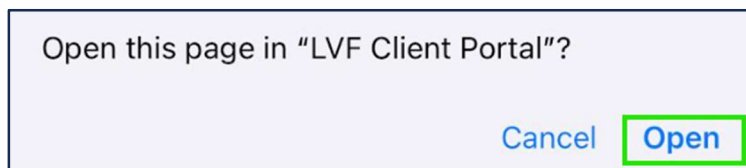
Depending on your registration token (email or mobile phone number) you'll receive an email or a text message containing the password reset instructions.

Click on the link found in the email or text message to launch the reset



The link will re-direct you to the LVF Client Portal app – click Open.

You cannot reset via the website when accessing via a mobile device (phone, tablet, etc.)



Enter your new password and re-enter to confirm

Enter your DOB (refer to the TIP above, outlined in purple)

A form titled 'Account recovery' with the instruction: 'Below you will find your username. You may update your account password if needed.' There is a text input field followed by a link 'Go to sign in ->'. Below that is a section 'Reset password' with the note 'Your password must be a minimum of 8 characters.' It contains three required fields: 'New password (required)' with a password strength indicator, 'Confirm password (required)', and 'Date of birth (required)' with a placeholder 'MM-DD-YYYY'. A green 'Reset password' button is at the bottom.

Click Reset password

You'll be directed back to the login screen within the app

Login with your new password