



Master Gardener Reporting Hours

Frequently Asked Questions

Scenario: I cannot log in.

How to reset a lost password or recover your username:

1. Click the “Forgot your username or password?” link when trying to log in (myimpactpage.com).
 - Select “I forgot my password” and enter your username OR
 - Select “I forgot my username” and enter your email address
2. Click the “Send Email” button
3. Check your email inbox
 - If you selected “I forgot my password” you will receive an email with the subject “Reset My Password” and that email will contain a link. Click on the link in the email and click the “Reset my Password Button.”

MyImpactPage.com - Password Reset

Password Reset

Click the button below to reset your password and have your account details emailed to you.

Reset My Password

- This will send you an email with your username and a temporary password.
4. Visit myimpactpage.com and login using the credentials went to you (use the temporary password. You will be promoted to re-enter the temporary password.
 5. Next, you will chose a new password to use moving forward. Enter your new password again to confirm it and click “Save Password.”

Password Change Required

A change has been made to your account that requires you to reset your password. You will not be able to log in until you choose a different password.

Temporary Password

New Password

Confirm New Password

[Back to Login Page](#)

6. The process is similar if you are retrieving your username.
7. If you cannot fix it on your own, you can contact the administrator: sdsu.sdmg@sdtate.edu

Scenario: I want to change my password.

How to change your password:

1. Log into myimpactpage.com or the mobile app
2. Click on the “My Profile” tab
3. Click on the “Change Password” section
4. Enter your current password (note the password requirements)
5. Enter your new password and then a second time to ensure you’ve typed the way you think you did. Passwords are case sensitive.
6. Click the “Change Password” button

Password Requirements

- Must be at least 12 characters long
- Must have at least one uppercase letter
- Must have at least one lower case letter
- Must have at least one number

Scenario: I made a mistake in entering hours (such as entering an incorrect date, category, amount of time, etc.). How can I fix it?

1. Can I delete an entry?
 - Yes, but only in the first 24 hours. For hours entries that are less than 24 hours old, you can click the “Delete” button if they have been entered in error.
2. Can I edit an entry?
 - No. After 24 hours, you need to ask the administrator to edit those hours entries.
 - Contact sdsu.sdmg@sdsu.edu

Scenario: I have two accounts in Better Impact (I am a Master Food Preserver or other volunteer for SDSU Extension). I am unable to log in.

- If your email is associated with multiple profiles, you will receive an email with your multiple usernames and a temporary password for each.

References

- <https://siteguide.betterimpact.com/en/>
- <https://siteguide.betterimpact.com/en/articles/9893053-help-with-lost-passwords-and-forgotten-usernames>

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