

# HOW TO LOG IN – NEW CLIENTS

Nielsen Answers is your gateway to Nielsen Audio software products and data

1. Go to <https://answers.nielsen.com>
2. Click the 'Forgotten Password' link below the password field.
3. In the pop-up box, enter the email address through which you received this notice. This will be your standard username for Nielsen Answers.
4. A time-sensitive, temporary password link will be sent to your valid email address. IT MUST BE USED WITHIN 60 MINUTES.
5. Click on this link from the email and it will take you to a password change screen.
6. Enter in your new password, and confirm it. Click "OK"
7. Next, accept the terms and conditions.
8. After you've done so, you'll be taken to the main landing page which will be mostly blank because we have not moved content over yet from my.arbitron.com.
9. Navigate to the logout icon at the top right of the page to log out. It resembles a power icon and is just to the left of the 'Search' box underneath your name.

