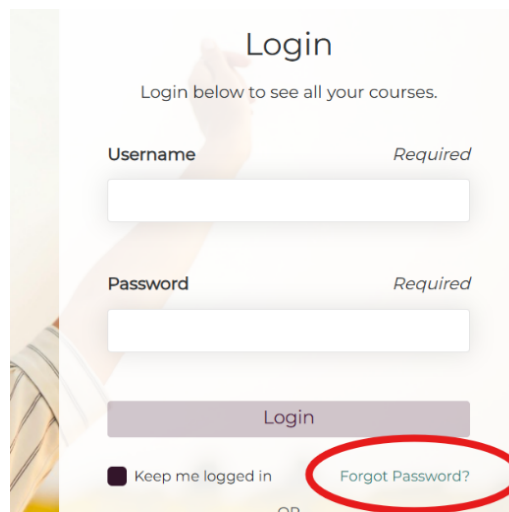


# LMS PASSWORD RESETS

## LEARNERS WITH **AN EMAIL IDENTIFIED IN THEIR LMS LEARNER RECORD:**

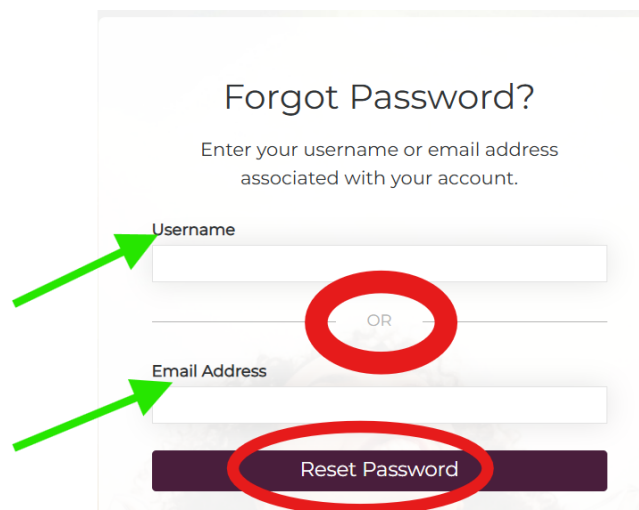
*The business unit/agency designated Manager can verify the learner username and an email address is attached to the record.*

To complete a password reset, choose **Forgot Password** at the log in screen



The screenshot shows the LMS Login interface. At the top, it says 'Login' and 'Login below to see all your courses.' There are two input fields: 'Username' and 'Password', both labeled 'Required'. Below these fields is a 'Login' button. At the bottom left, there is a checkbox for 'Keep me logged in'. To the right of the checkbox, the link 'Forgot Password?' is circled in red.

Once the Forgot Password screen displays, choose ONE option to reset password (this only works for those who have an email address associated to their LMS record.)



The screenshot shows the 'Forgot Password?' screen. It asks the user to 'Enter your username or email address associated with your account.' There are two input fields: 'Username' and 'Email Address'. A green arrow points to the 'Username' field, and another green arrow points to the 'Email Address' field. Between the two fields is an 'OR' separator, which is circled in red. At the bottom, there is a 'Reset Password' button, which is also circled in red.

You will now be redirected to the log in page to reset your password and you will receive a message indicating you will soon receive an email prompting you to reset your password.

\*If there is no email address attached to the learner record, staff and/or the business unit/agency Manager will need to email: [trainings@sccmha.org](mailto:trainings@sccmha.org) to reset the password manually.