

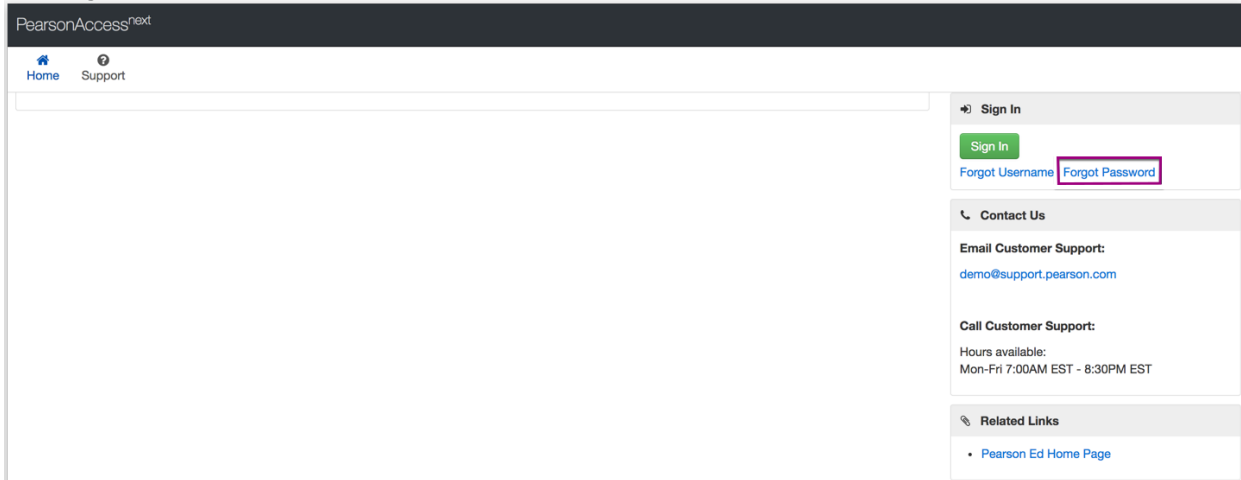
Password/User ID Help

You can reset your password and/or request your user ID at any time.

Step-by-Step

You can reset your password before signing in for the first time, or if you have forgotten your password:

1. Click **Forgot Password**.

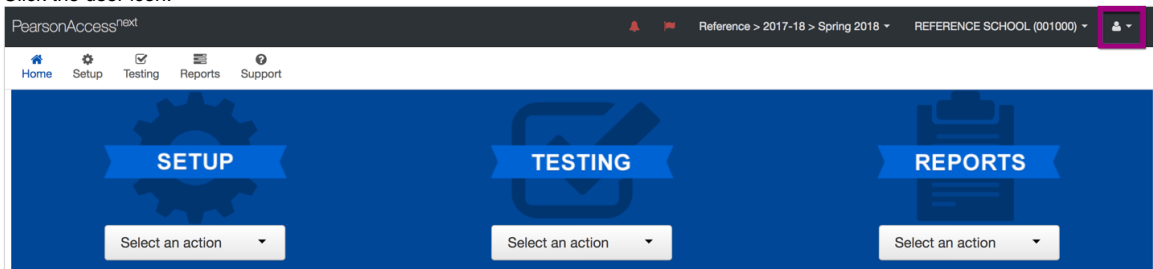


2. Type your username and email.
3. Click **Request Password Reset**.

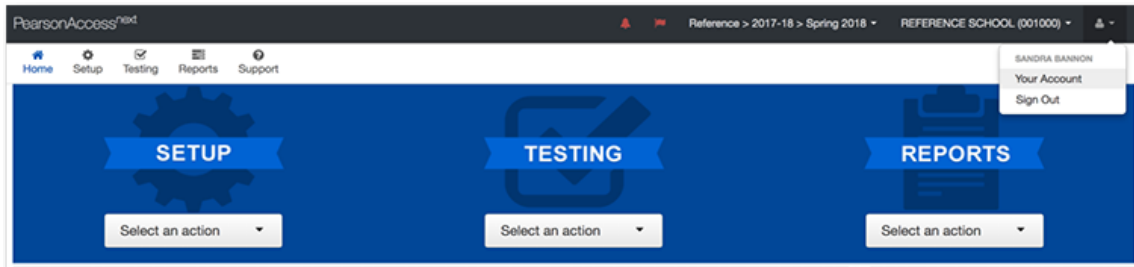
A screenshot of the 'Forgot Password' form. The form has a title 'Forgot Password' and two input fields: 'Username' and 'Email'. Below the input fields, there are two buttons: 'Request Password Reset' (highlighted with a red rectangular box) and 'Cancel'. At the bottom of the form, there is a note: 'Username is not case sensitive'.

4. Follow the password reset instructions in the email you receive.

- a. Click the user icon.



b. Select **Your Account**.



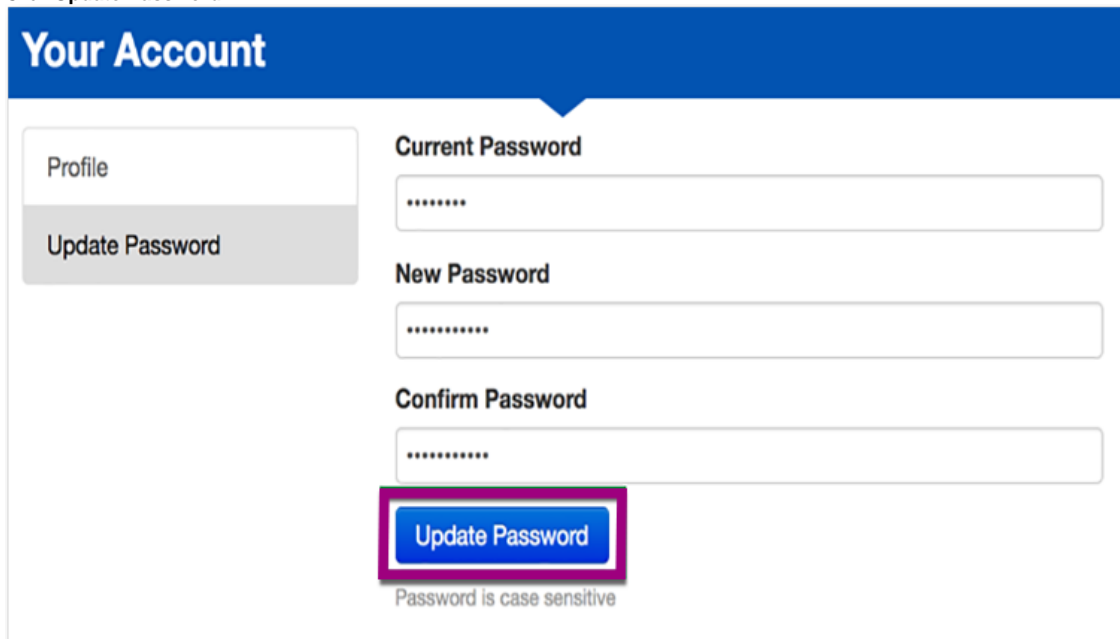
c. Select **Update Password**.

The screenshot shows the 'Your Account' page. On the left, there is a sidebar with two options: 'Profile' and 'Update Password'. The 'Update Password' option is selected and highlighted. The main content area contains three password input fields labeled 'Current Password', 'New Password', and 'Confirm Password'. Below these fields is a blue 'Update Password' button. At the bottom, a note states 'Password is case sensitive'.

d. Enter your current and new password.

This screenshot is identical to the previous one, but the password input fields are now filled with asterisks, indicating that the user has entered their current and new passwords. The 'Update Password' button and the 'Password is case sensitive' note remain visible at the bottom.

- e. Click **Update Password**.

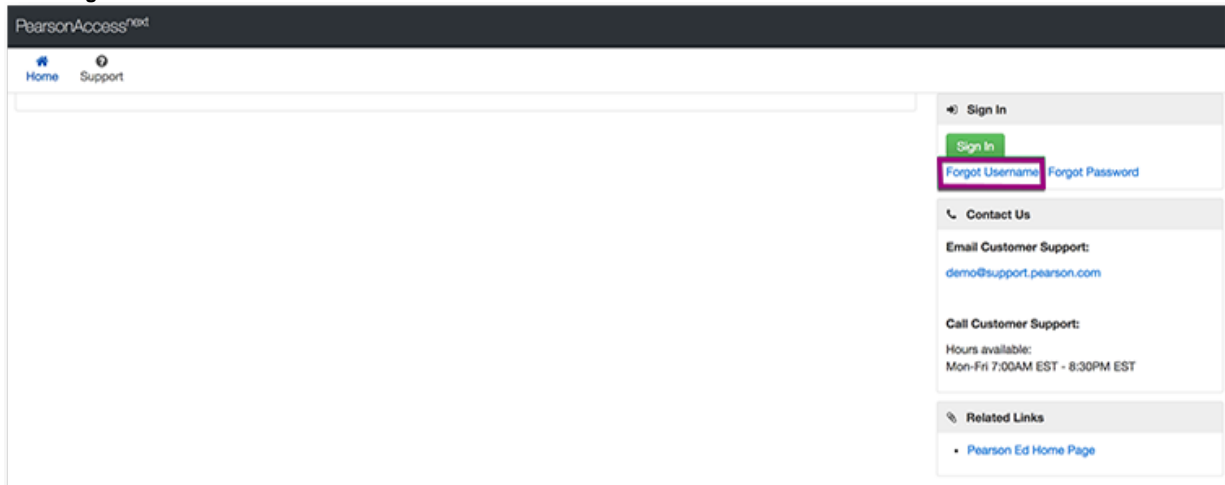


The screenshot shows the 'Your Account' page with a blue header. On the left, there is a sidebar with 'Profile' and 'Update Password' buttons. The 'Update Password' button is highlighted. The main content area contains three password input fields labeled 'Current Password', 'New Password', and 'Confirm Password'. Each field contains a series of dots representing masked text. Below the fields is a blue 'Update Password' button, which is highlighted with a red rectangle. At the bottom, there is a note: 'Password is case sensitive'.

What's Next? (Optional)

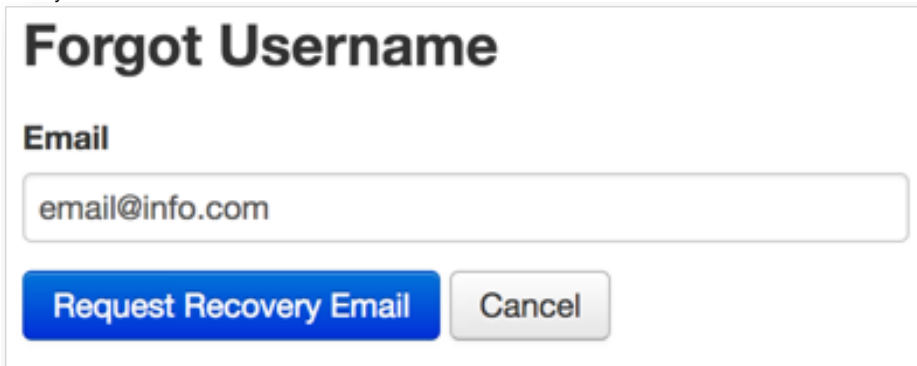
If you forget your User ID, you can request it.

1. Click **Forgot Username**.



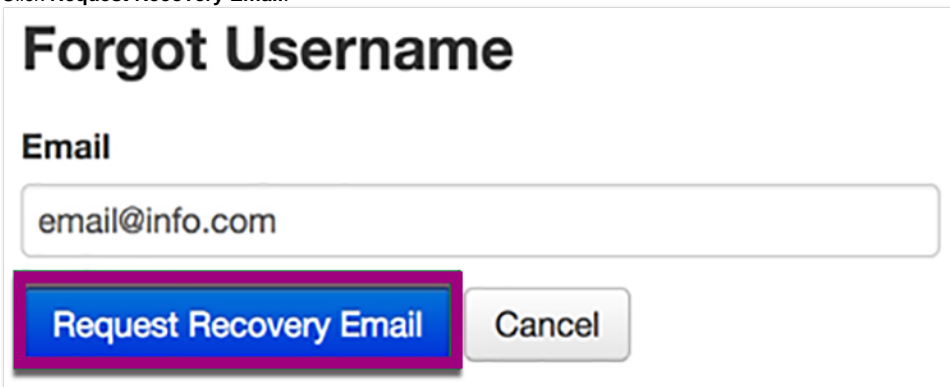
The screenshot shows the PearsonAccessNext login page. The header includes the PearsonAccessNext logo and navigation links for 'Home' and 'Support'. The main content area is mostly blank. On the right side, there is a 'Sign In' section with a green 'Sign In' button and a red-outlined 'Forgot Username' link. Below this is a 'Contact Us' section with email and call support information. At the bottom, there is a 'Related Links' section with a link to the 'Pearson Ed Home Page'.

2. Enter your email address.




A dialog box titled "Forgot Username" with a white background and a light gray border. It contains a label "Email" above a text input field containing "email@info.com". Below the input field are two buttons: a blue "Request Recovery Email" button and a gray "Cancel" button.

3. Click **Request Recovery Email**.



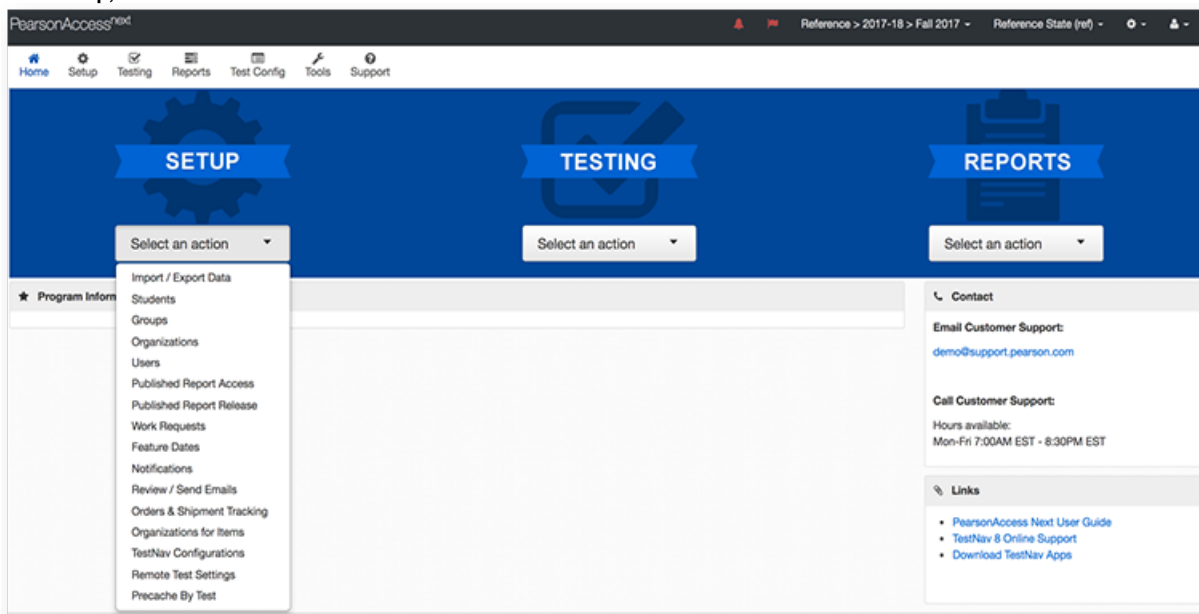
A dialog box titled "Forgot Username" with a white background and a light gray border. It contains a label "Email" above a text input field containing "email@info.com". Below the input field are two buttons: a blue "Request Recovery Email" button and a gray "Cancel" button. The "Request Recovery Email" button is highlighted with a thick purple border.

The system sends you an email containing your User ID.

 *Feature availability varies by user role.*

You can also reset a password for another user that you administer.

1. From **Setup**, select **Users**.



2. Type the user's name into a search field, and click **Search**.

The screenshot shows the 'Users' management interface. At the top, there are tabs for 'Tasks' (0 Selected) and 'Users' (0 Selected). Below the 'Users' tab, there is a search bar with the text 'large' and a 'Q Search' button. To the left of the search bar, there are filters for 'First Name' and 'Username', both with 'Starts with' input fields. Below the search bar, there is a table with columns: Username*, First Name*, Last Name*, Email*, Disable Date, Disable Reason, Delete Date, Active End Date, and Active Begin Date. The table currently shows 'No Results'.

3. Click the checkbox next to the user.

The screenshot shows the 'Users' management interface. The search bar now shows 'large' and the 'Q Search' button. The table now shows '1 Results'. The first row is selected, indicated by a checked checkbox in the first column. The user details are: Username: joe.large@email.com, First Name: Joe, Last Name: Large, Email: joe.large@email.com.

4. Click **Select Tasks**, click **Reset Passwords**, and click **Start**.

The screenshot shows the 'Users' management interface. The 'Select Tasks' dropdown menu is open, showing options: 'Create / Edit Users', 'Reset Passwords' (which is selected), and 'Delete / Restore Users'. The 'Start' button is visible next to the dropdown. The table still shows the same user details.

5. Click the checkbox next to the user to confirm.

The screenshot shows the 'Reset Passwords' confirmation dialog. It has a title bar 'Reset Passwords' and a 'Reset Passwords' button. Below the title bar, there is a table with columns: Username*, First Name*, Last Name*, Email*, Disable Date, Disable Reason, Delete Date, Active End Date, and Active Begin Date. The first row is selected, indicated by a checked checkbox in the first column. The user details are: Username: joe.large@email.com, First Name: Joe, Last Name: Large, Email: joe.large@email.com. Below the table, there is a '* Required' label and two buttons: 'Reset Passwords' and 'Reset'.

6. Click **Reset Passwords**.

Reset Passwords

Reset PasswordsReset

<input type="checkbox"/>	Username*	First Name*	Last Name*	Email*	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
<input checked="" type="checkbox"/>	joe.large@email.com ⓘ	Joe	Large	joe.large@email.com					

* Required

Reset PasswordsReset

The system emails the user to confirm the reset password request. The user can then create a new password.