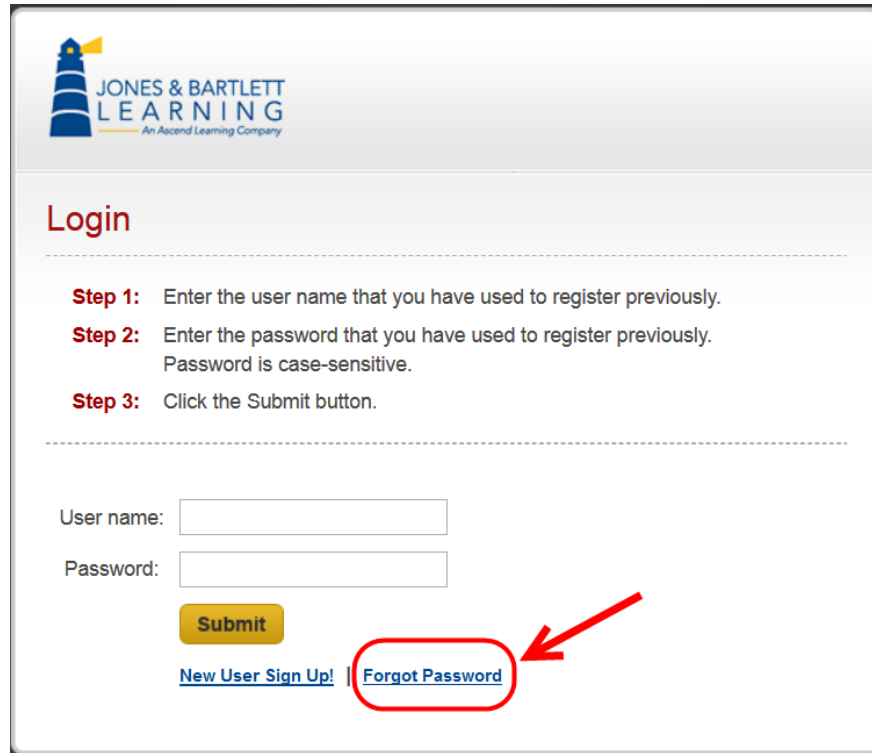



How Do I Reset A Password?

1. Click **Forgot Password** from the bottom of the Login window



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Login

Step 1: Enter the user name that you have used to register previously.

Step 2: Enter the password that you have used to register previously.
Password is case-sensitive.

Step 3: Click the Submit button.

User name:

Password:

[New User Sign Up!](#) | [Forgot Password](#)

2. Enter your User name or Email ID in the textbox



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Forgot Password

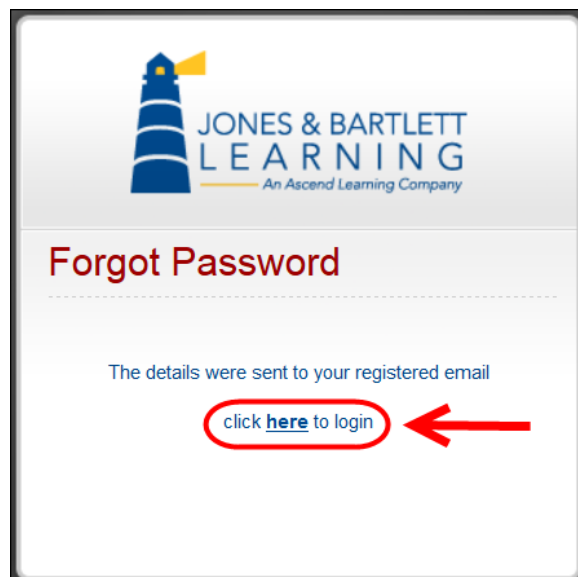
User name/
Email ID

3. Click **Submit**



The screenshot shows the 'Forgot Password' form for Jones & Bartlett Learning. At the top is the company logo, which includes a blue lighthouse icon and the text 'JONES & BARTLETT LEARNING An Ascend Learning Company'. Below the logo, the title 'Forgot Password' is displayed in red. The form contains a label 'User name/ Email ID' followed by a text input field containing the email address 'joestudent@cox.net'. Below the input field is a yellow 'Submit' button. A red oval highlights the 'Submit' button, and a red arrow points to it from the right.

4. Click the link to have your password sent to your email account.

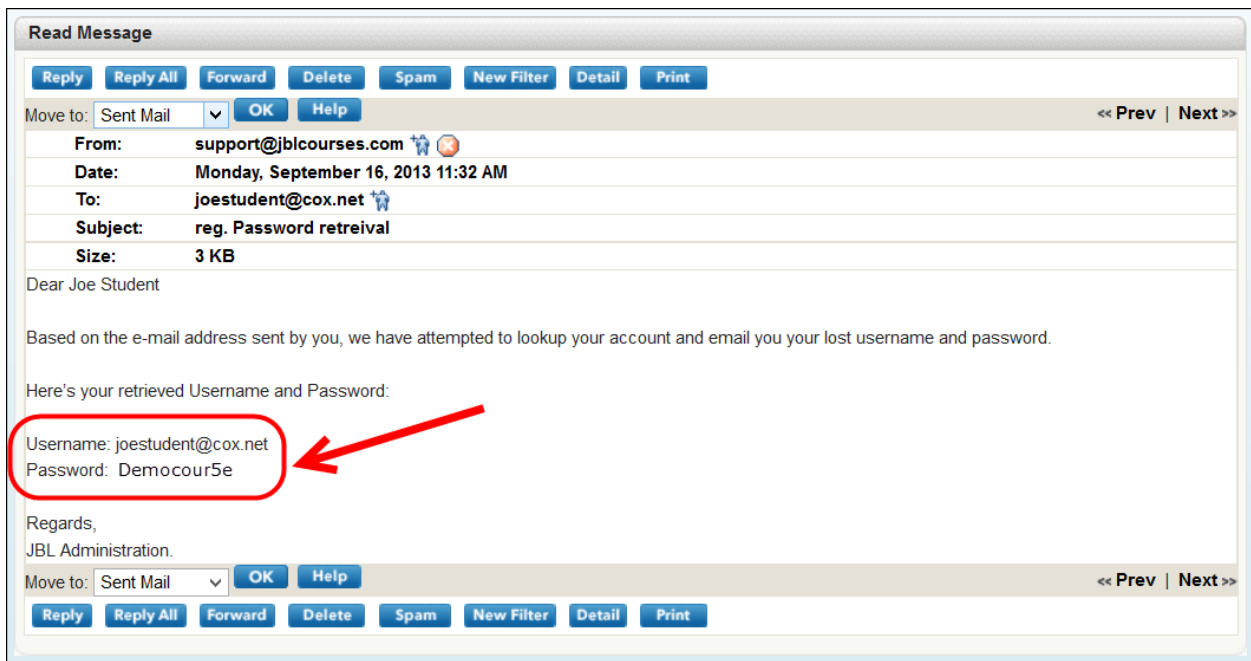


The screenshot shows the confirmation page for the 'Forgot Password' process. At the top is the same Jones & Bartlett Learning logo. Below the logo, the title 'Forgot Password' is displayed in red. The main content of the page is the text 'The details were sent to your registered email'. Below this text is a link that says 'click [here](#) to login'. A red oval highlights the 'click here to login' link, and a red arrow points to it from the right.

5. Login to your email account and retrieve the message sent from support@jblcourses.com



6. Make note of the Username and Password in the email.



7. Return to the Login screen and enter the Username and Password provided in the email.




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Login

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Password is case-sensitive.

Step 3: Click the Submit button.

User name:

Password:

[Submit](#)

[New User Sign Up!](#) | [Forgot Password](#)