

RM™ Learning Platform

Resetting your learning platform password and creating your security questions

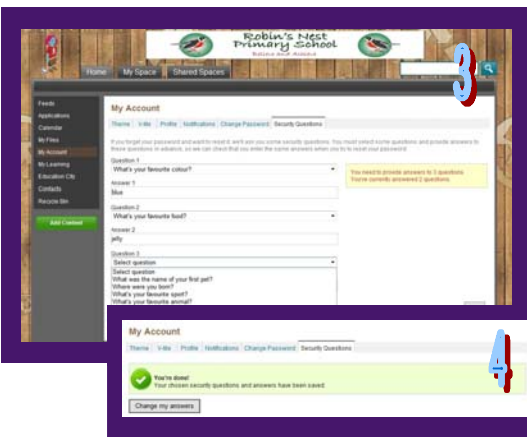
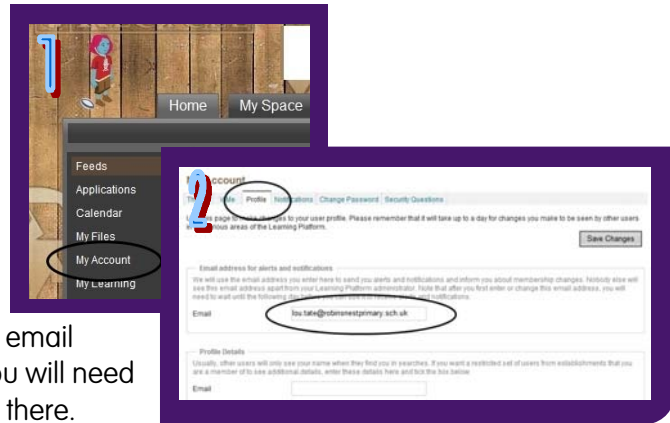


If you forget your learning platform password it's possible to reset it to a new one by answering three simple questions and providing information about your learning platform account. In order to do this you need to follow a few simple steps first, so that you can always gain access to the great resources the platform provides, no matter how forgetful you are!

Step 1 - Adding an email address

Start by logging in to the learning platform, and from your **Home** page, select the **My Account** option (fig.1). Once your **My Account** page has loaded select the **Profile** tab (fig.2)

In the **Profile** page you need to add an email address in the section called **Email address for alerts and notifications**. Having added your email address, click **Save**. If you've already added an email address here you will need to click **Save** again to let the new password reset application know it's there.



Step 2 - Setting your security questions

The next step is to choose three security questions and provide answers for them that you will easily remember. Still in the **My Account** pages select the **Security Questions** tab.

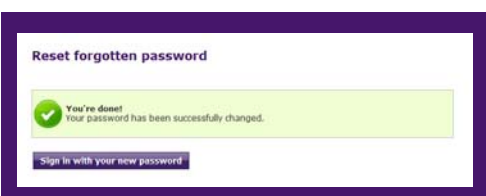
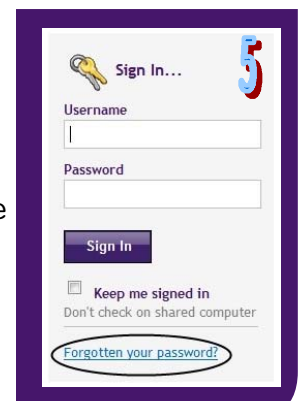
Here you will need to select three questions from the drop down menu (fig.3). There are ten questions to choose from such as your favourite colour, where you were born, and your favourite animal. Make sure they are answers you will easily remember, and do not share your answers with anyone else.

When you've chosen your three questions and provided answers for them click the **OK** button. The learning platform will provide a confirmation message (fig.4), and you can go back and change your questions and answers at any time.

Step 3 - Resetting your password if you forget it

Having successfully added your email address and security questions you can now reset your password should you forget your existing one. When you open the login screen you will see a new option in the **Sign In** box, which is a link titled **Forgotten your password?** Clicking on this link will take you through three simple steps to:

1. Confirm your learning platform username and the email address you added in Step 1 above.
2. Provide the answers to the three security questions you set up in Step 2 above.
3. Enter a new password, and click the **Change Password** button.



Congratulations!

You've now successfully set up everything you need to be able to reset your own password, and seen how to do it.

For more advice you can always select the **Help** option in the top right header bar of the learning platform.