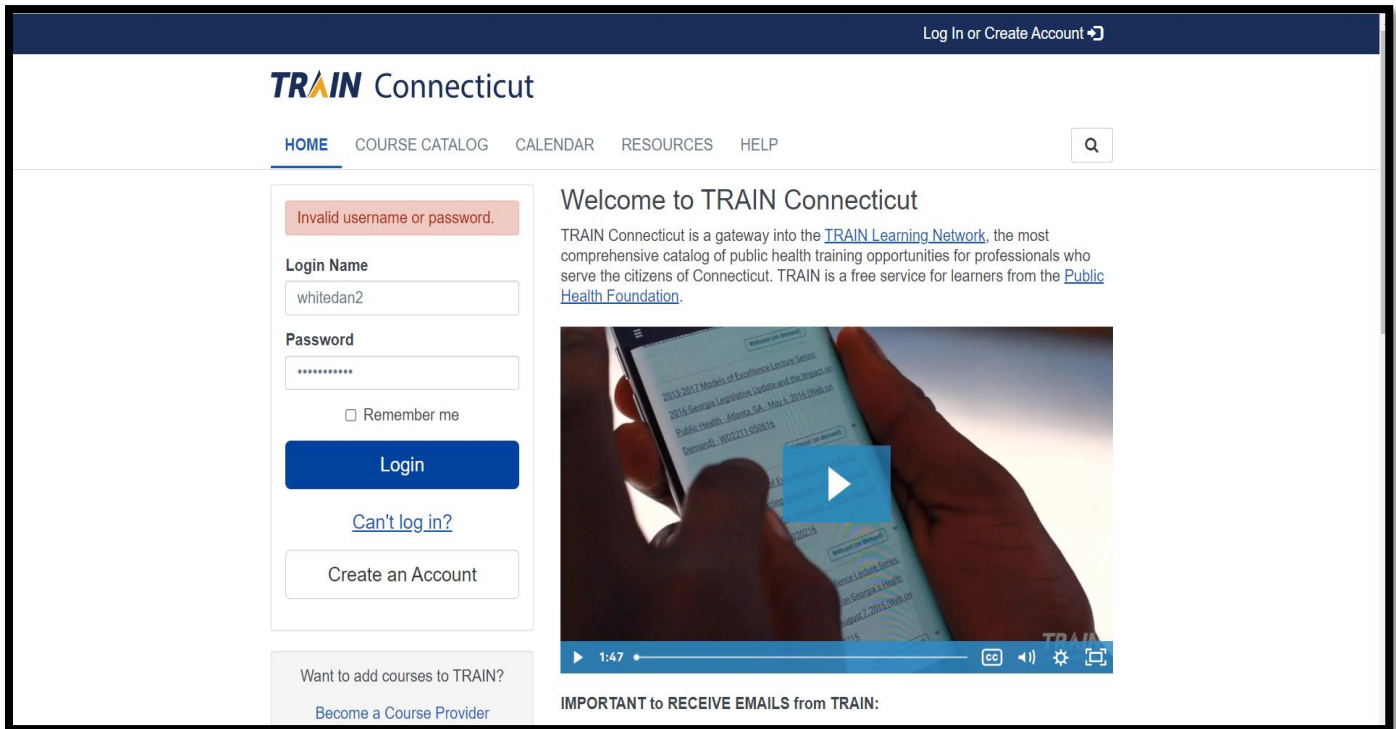


# How To Reset Your Password

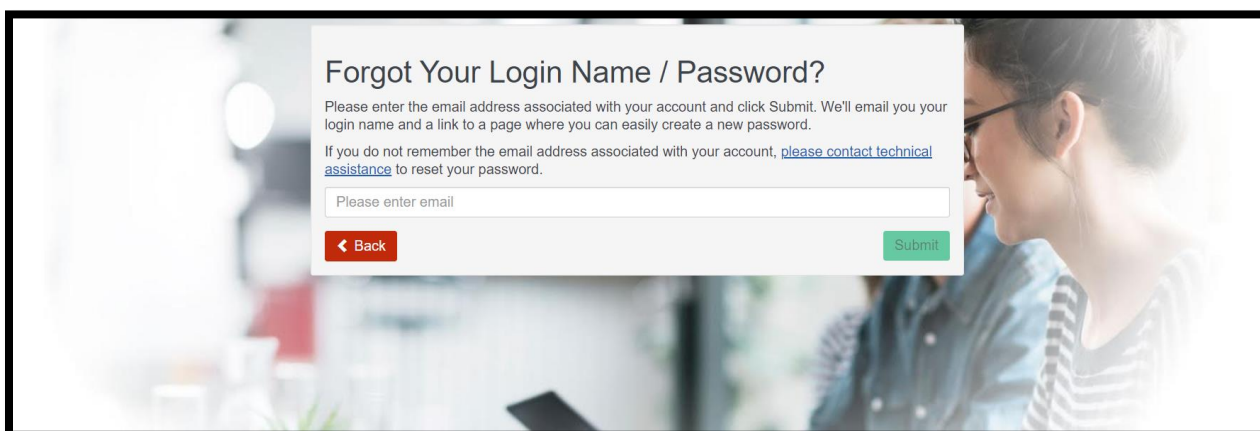
**Step #1:** Click on the link **“Can’t Log In?”** button on the screen.



The screenshot shows the TRAIN Connecticut website's login page. At the top right, there is a link for "Log In or Create Account". The main navigation includes "HOME", "COURSE CATALOG", "CALENDAR", "RESOURCES", and "HELP". A search bar is located on the right. On the left, there is a login form with a red error message: "Invalid username or password." The "Login Name" field contains "whitedan2" and the "Password" field is masked with dots. Below the password field is a "Remember me" checkbox and a blue "Login" button. There are also links for "Can't log in?" and "Create an Account". To the right of the form is a "Welcome to TRAIN Connecticut" message and a video player showing a person using a smartphone. Below the video player is a link to "Become a Course Provider" and a note: "IMPORTANT to RECEIVE EMAILS from TRAIN:".

**Step #2:** You should see the screen below. Please enter your email address linked to this account.

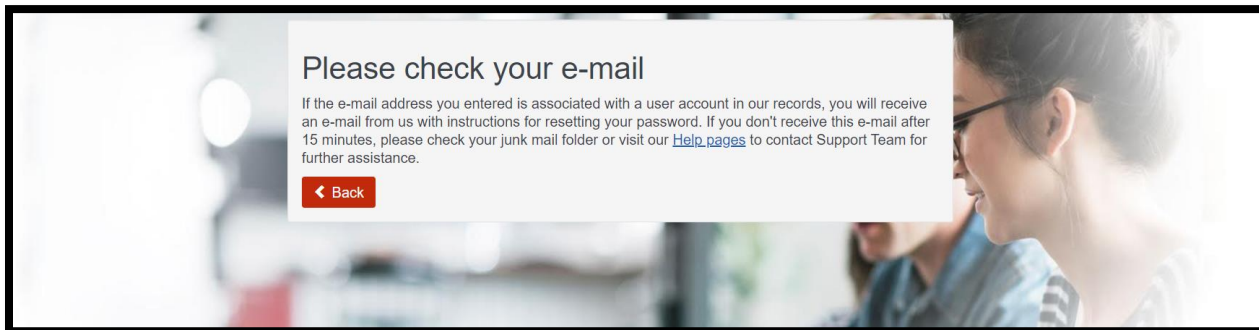
**Step #3:** Click the green **“Submit”** button.



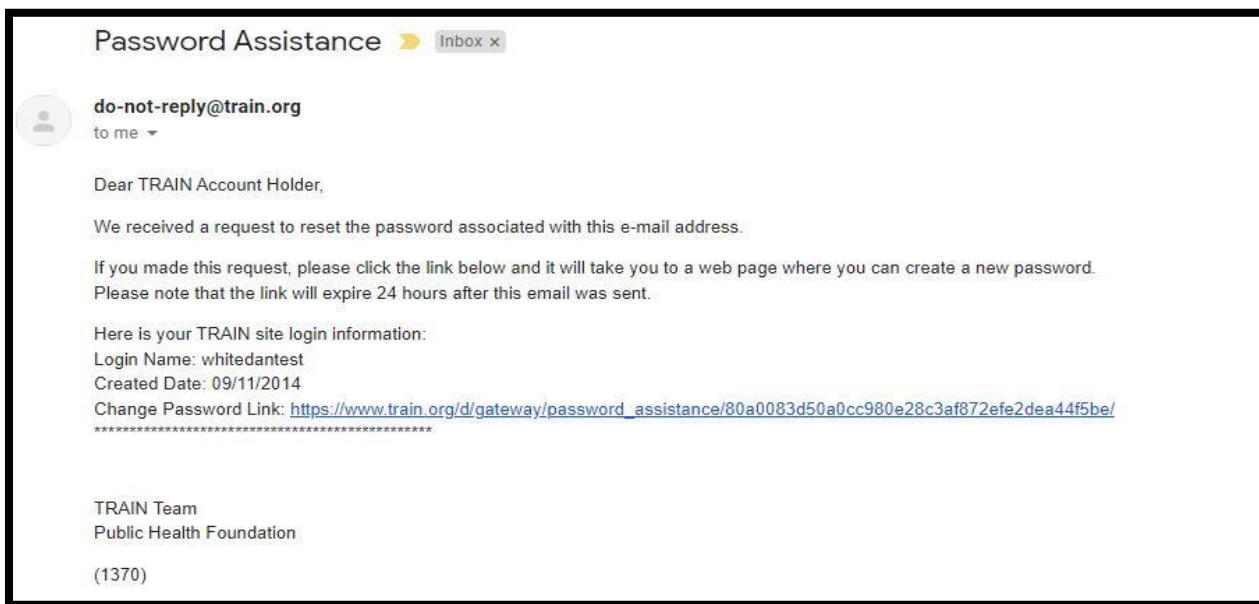
The screenshot shows a form titled "Forgot Your Login Name / Password?". The form asks the user to "Please enter the email address associated with your account and click Submit. We'll email you your login name and a link to a page where you can easily create a new password." It also includes a link for "please contact technical assistance" if the user does not remember their email address. There is a text input field labeled "Please enter email" and two buttons: a red "Back" button and a green "Submit" button. The background of the form is a blurred image of a person looking at a smartphone.

# How To Reset Your Password

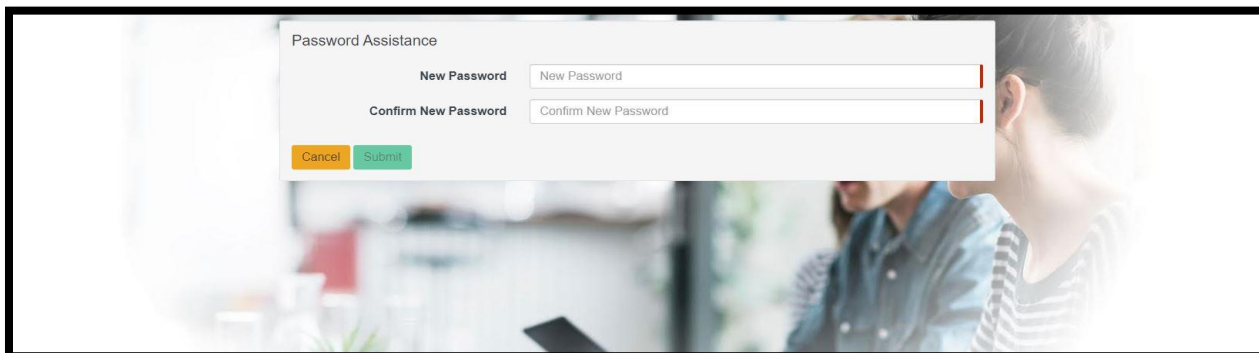
**Step #4:** You will see this message display on the screen.



**Step #5:** Go to your email account and you should receive this email notice.

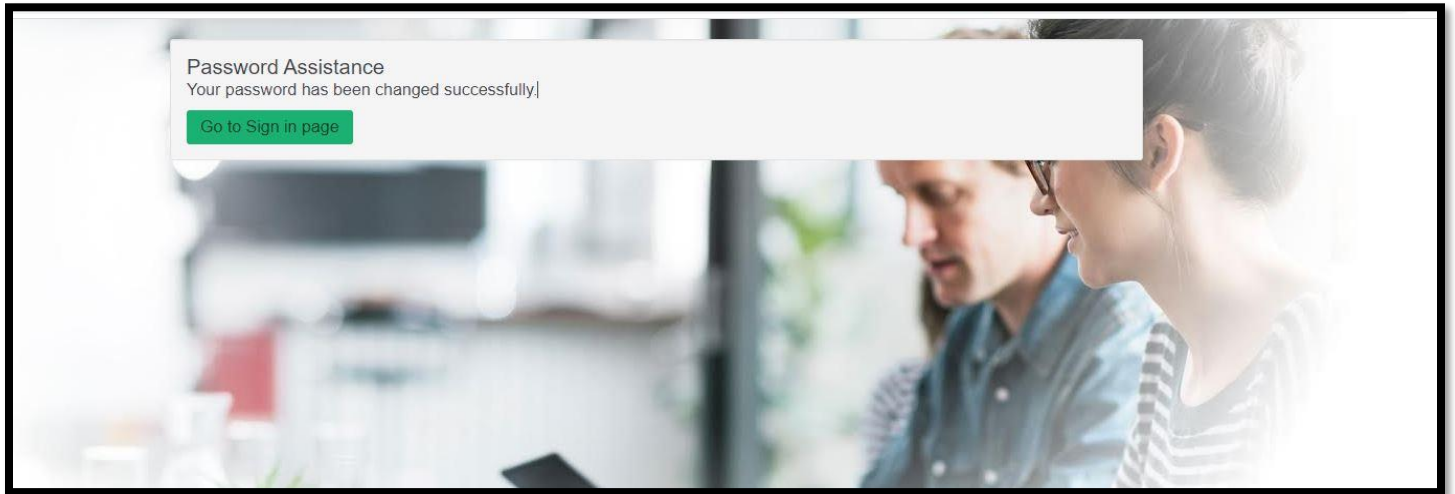


**Step #6:** Click on the link in the email and you will be taken to this screen. Enter your new password and click **Submit** button.

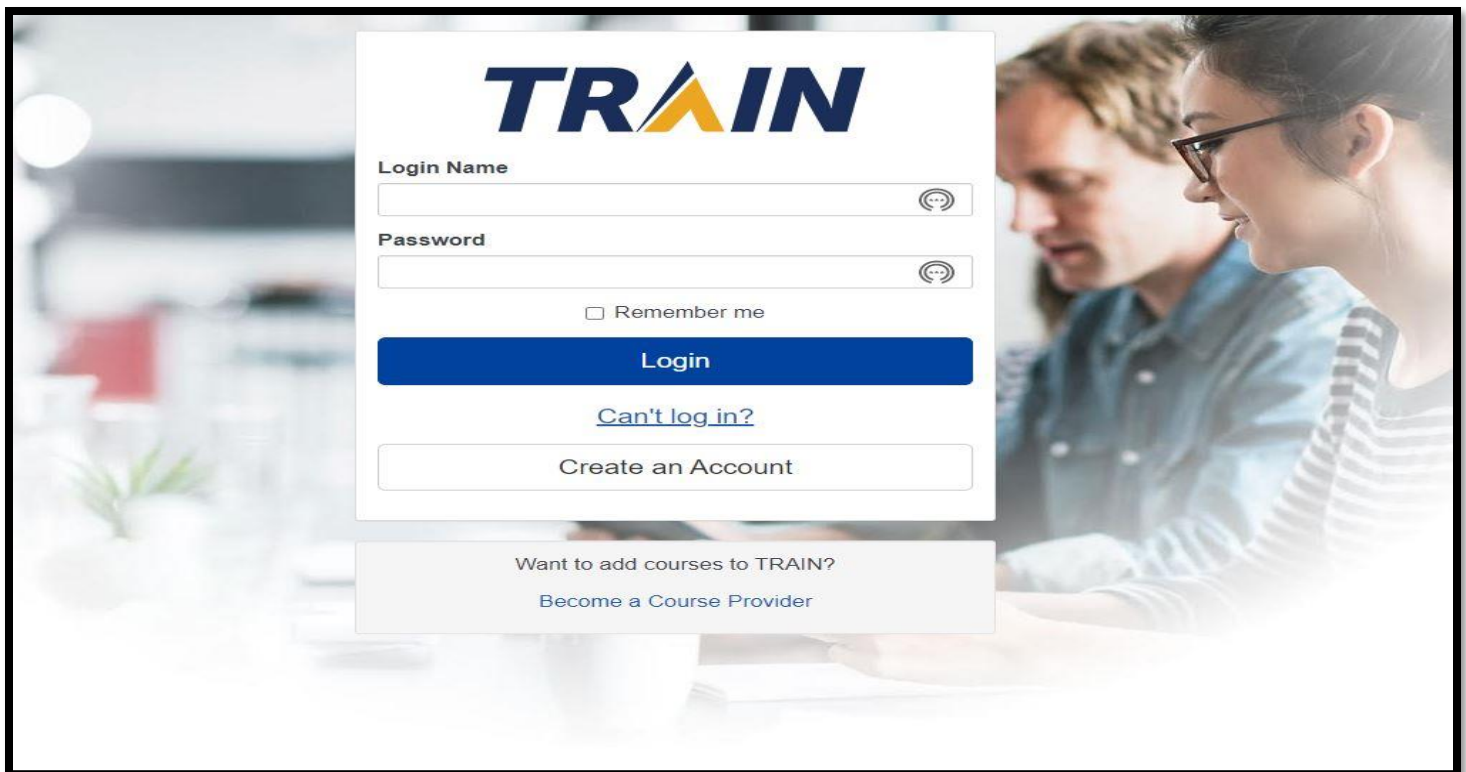


# How To Reset Your Password

**Step #7:** You will see a display of the screen shown below. Then click the **“Go to Sign in Page”** button.

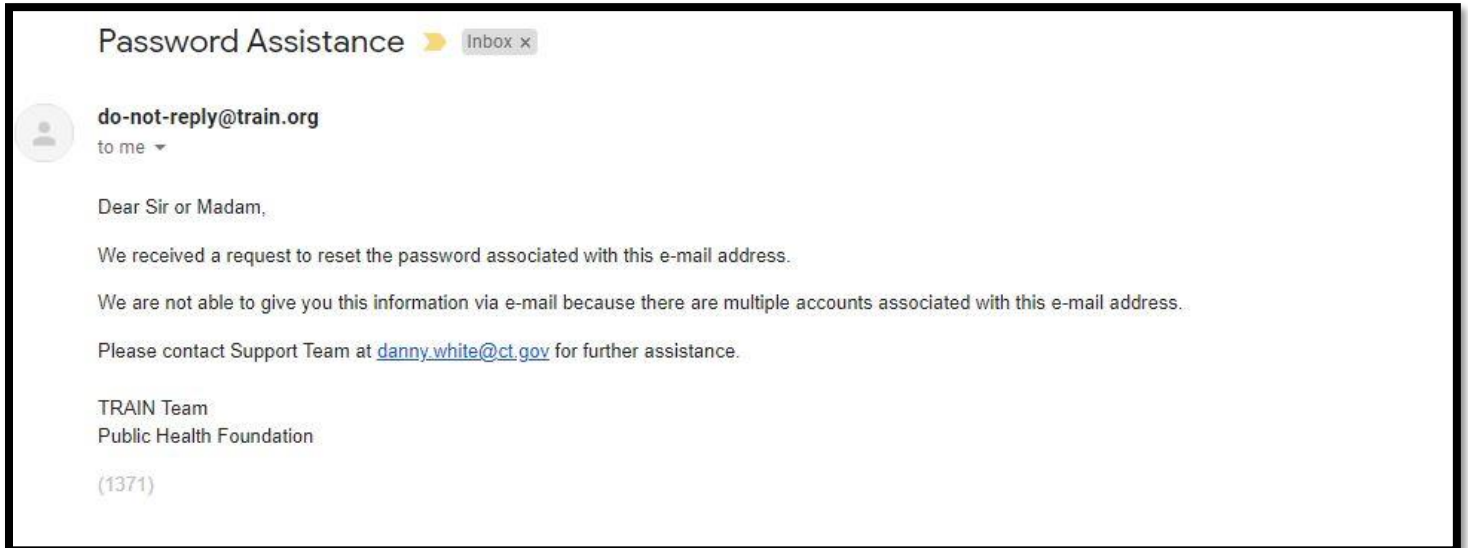


**Step #8.** Log in.



# How To Reset Your Password

**Step #9: If you receive this email message follow the instructions in the email.**



**Important: It can take 24 hours before you receive a reset password.**