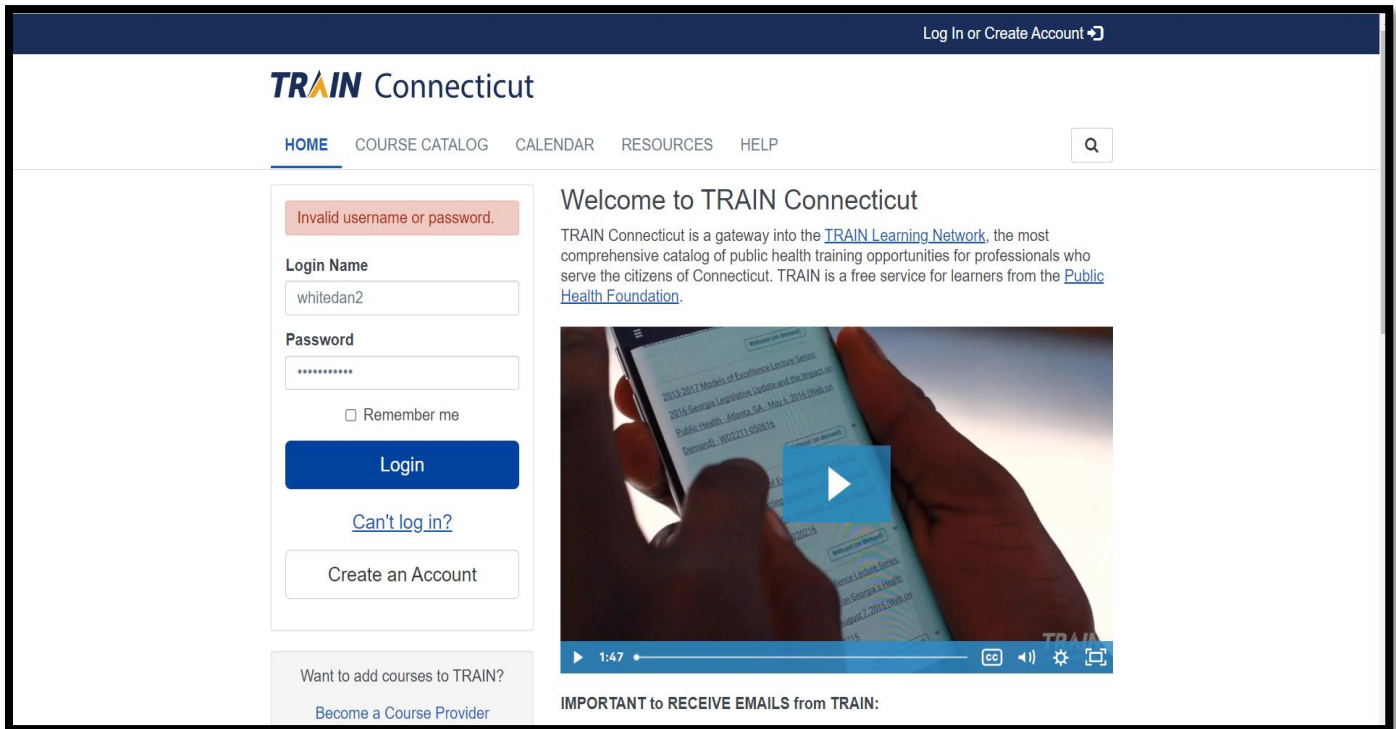


How To Reset Your Password

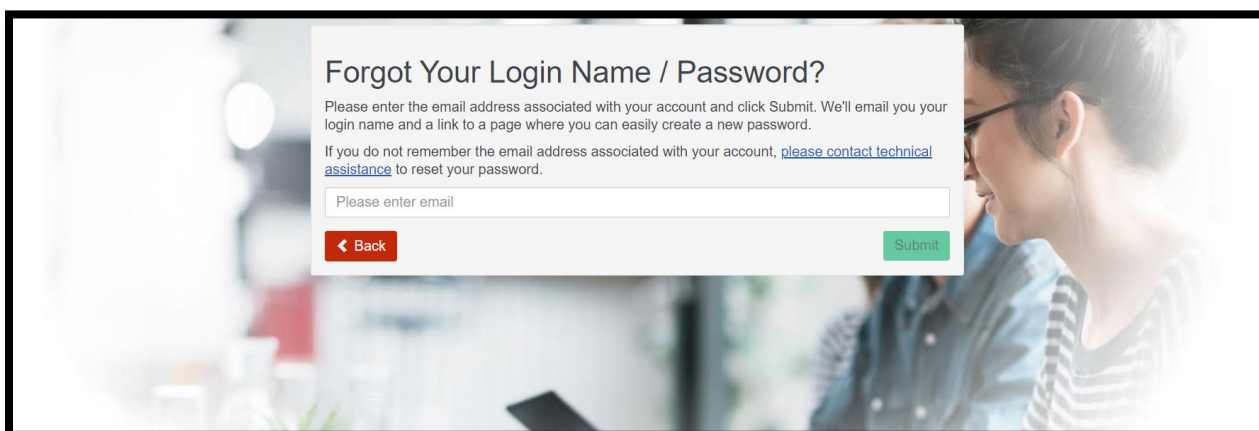
Step #1: Click on the link **“Can’t Log In?”** button on the screen.



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. The login form on the left contains a red error message: "Invalid username or password." Below this, the "Login Name" field contains "whitedan2" and the "Password" field is masked with dots. There is a "Remember me" checkbox and a blue "Login" button. A link for "Can't log in?" is positioned below the login button, and a "Create an Account" button is at the bottom of the form. To the right of the form, a "Welcome to TRAIN Connecticut" message is displayed, followed by a video player showing a person using a smartphone. Below the video, there is a link for "Want to add courses to TRAIN? Become a Course Provider" and a notice: "IMPORTANT to RECEIVE EMAILS from TRAIN:".

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

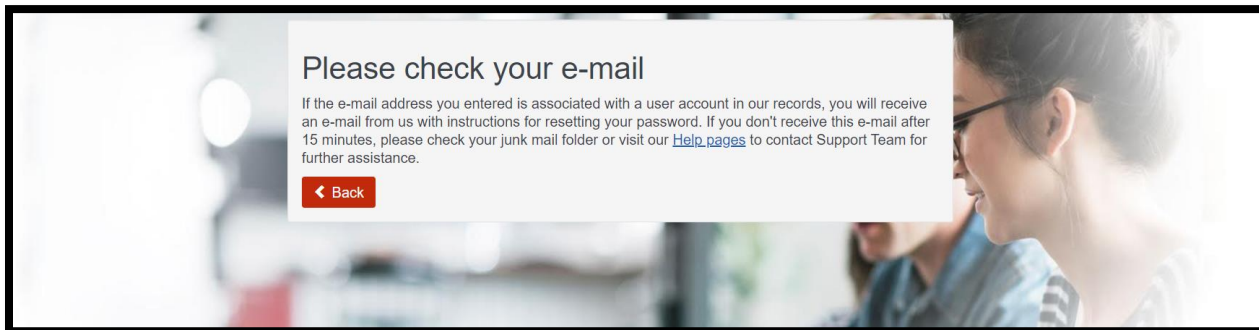
Step #3: Click the green **“Submit”** button.



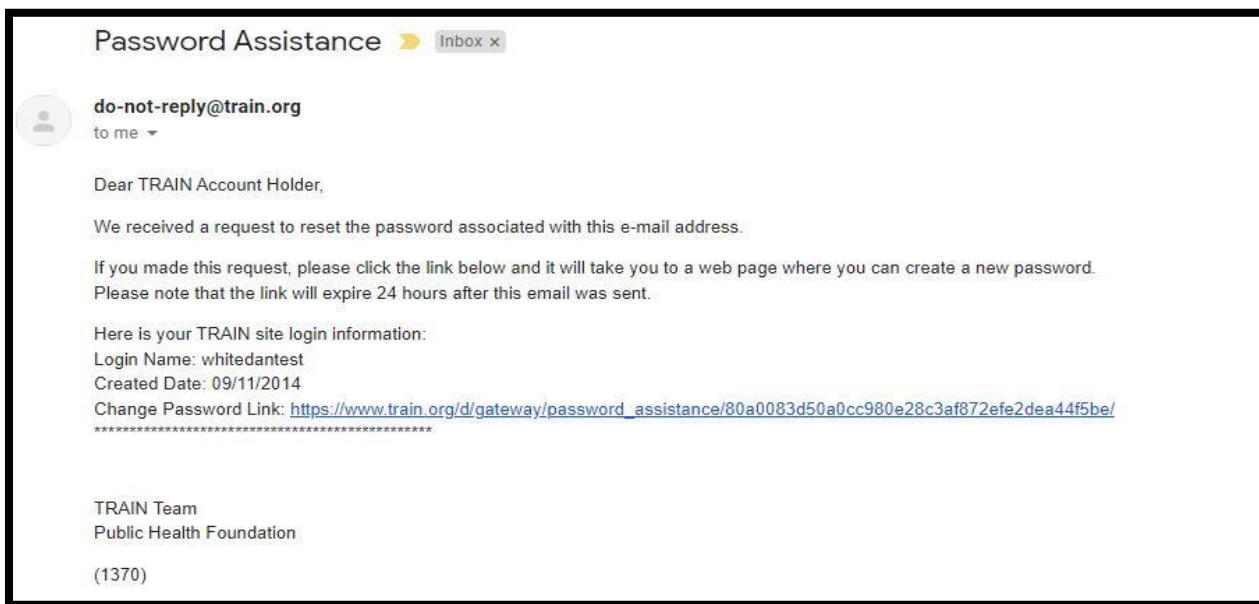
The screenshot shows a form titled "Forgot Your Login Name / Password?". The form text reads: "Please enter the email address associated with your account and click Submit. We'll email you your login name and a link to a page where you can easily create a new password. If you do not remember the email address associated with your account, [please contact technical assistance](#) to reset your password." Below the text is a text input field with the placeholder "Please enter email". At the bottom left of the form is a red "Back" button, and at the bottom right is a green "Submit" button. The background of the form is a blurred image of a woman looking at a smartphone.

How To Reset Your Password

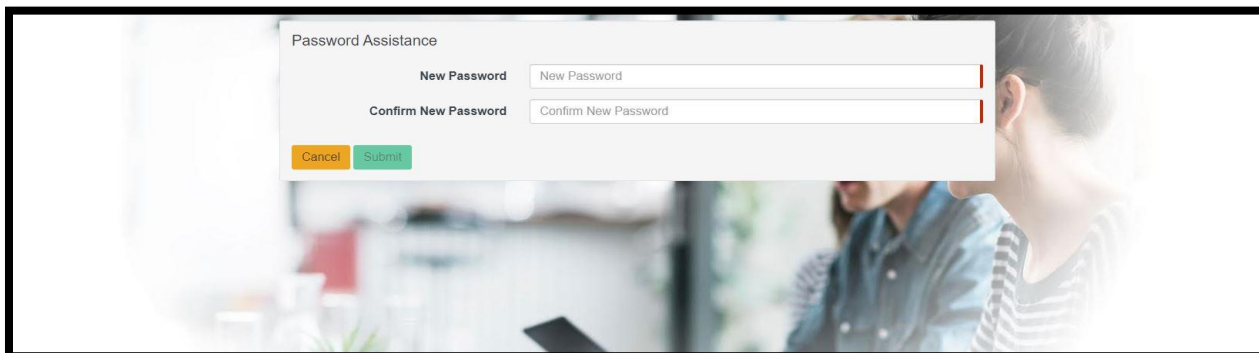
Step #4: You will see this message display on the screen.



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

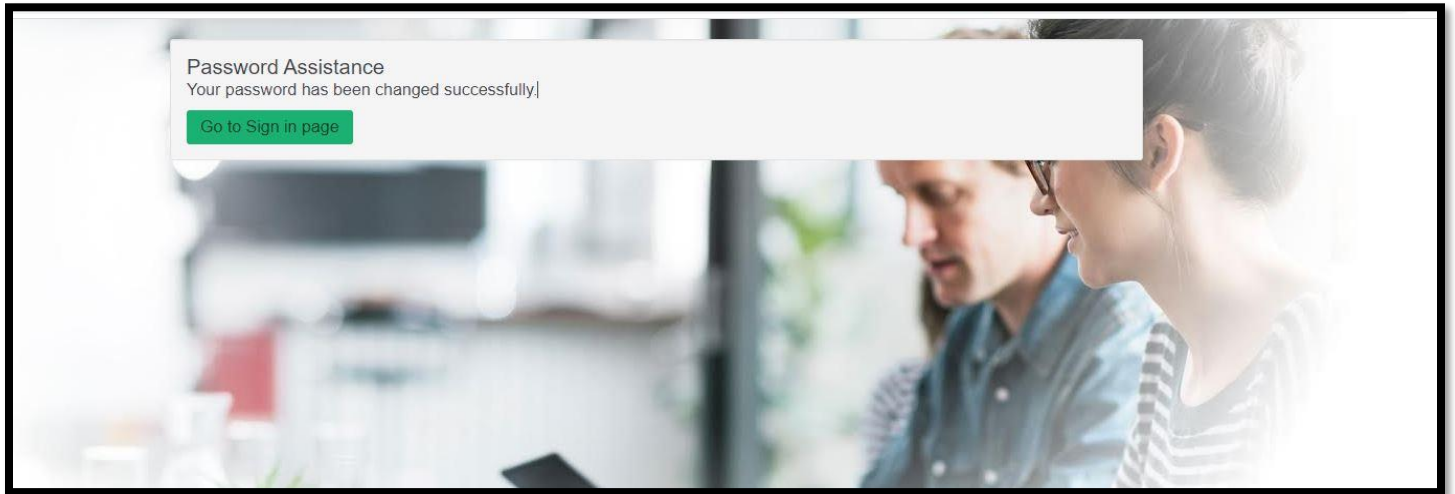


Step #6: Click on the link in the email and you will be taken to this screen. Enter your new password and click **"Submit"** button.

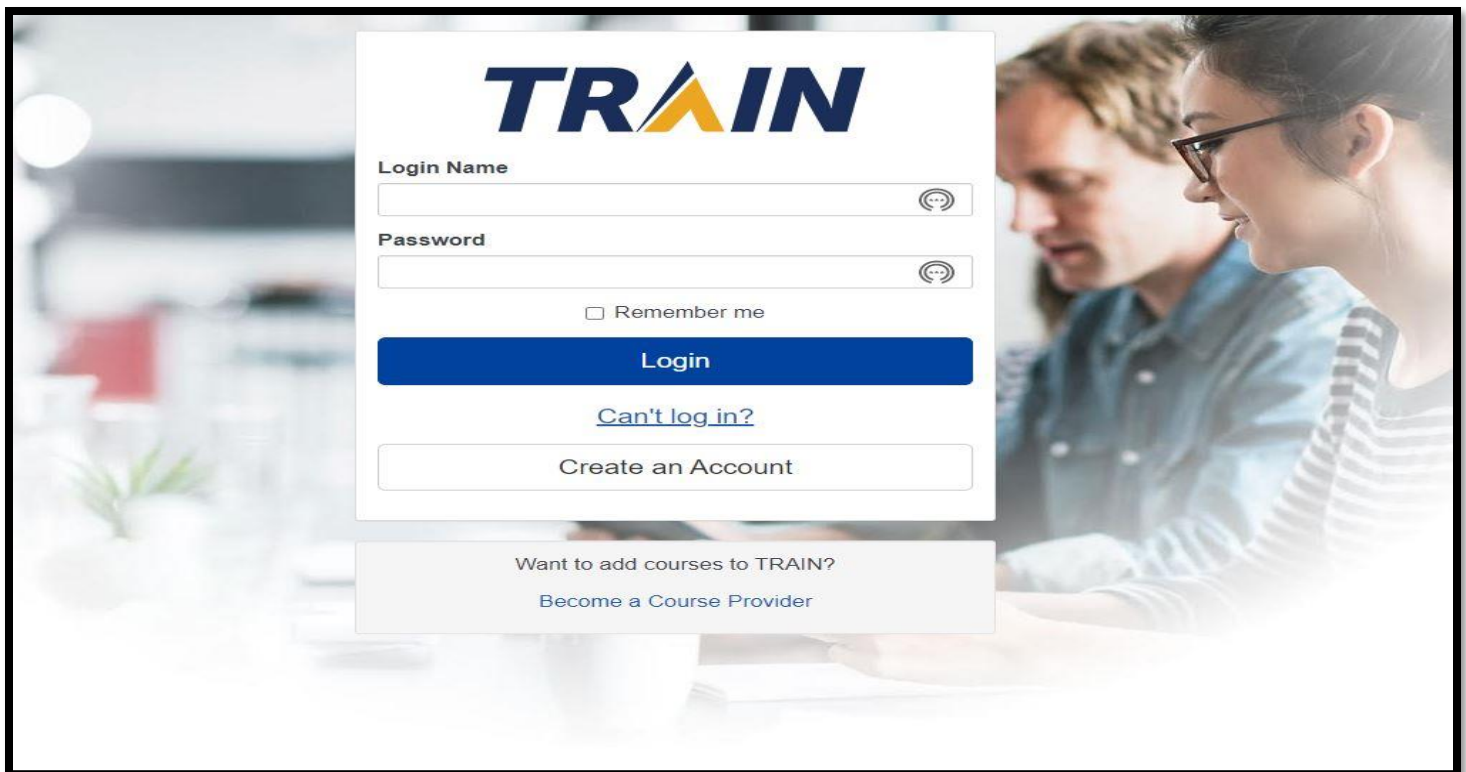


How To Reset Your Password

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

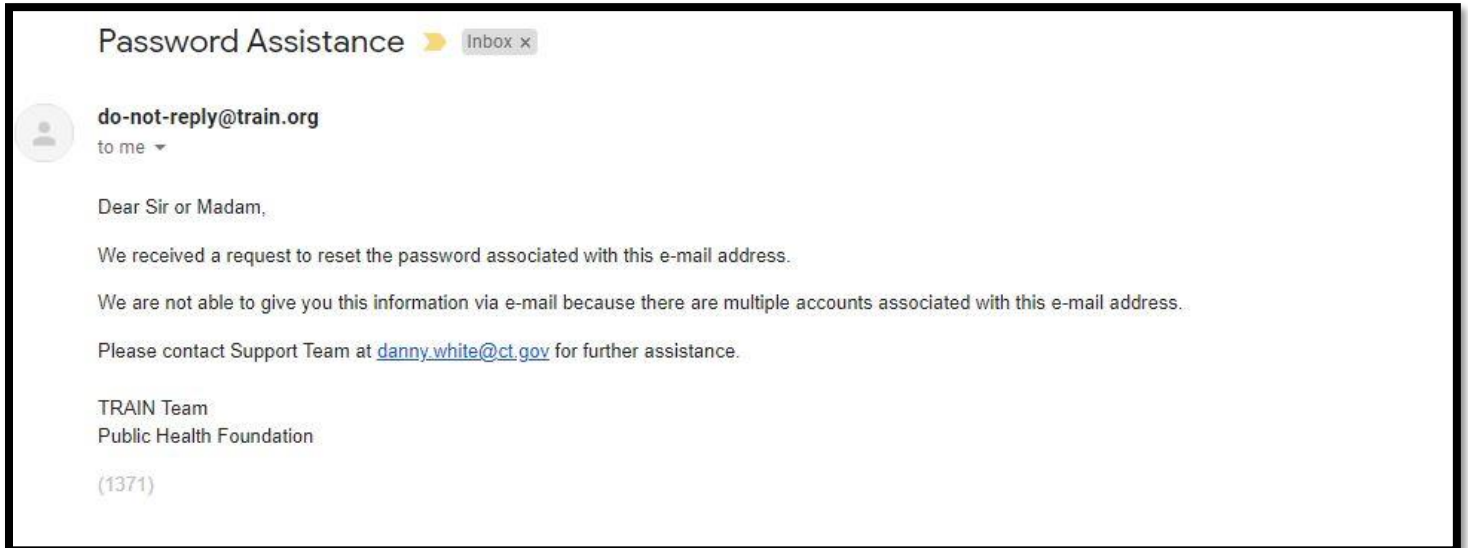


Step #8. Log in.



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.