

The logo for Encore Learning features a stylized blue figure that resembles a person with arms raised in a 'V' shape, set against a light blue circular background. The text 'ENCORE' and 'LEARNING' is written in a red, sans-serif font to the left of the figure.

**ENCORE  
LEARNING**

**Expand Your World**

# **Member Account Manager QuickStart Guide: Forgot Your Password?**

## Forgot Your Password?

- Go online to our website [www.EncoreLearning.net](http://www.EncoreLearning.net).
- Under **QUICK LINKS** on the right, select **Member Account Manager**.
- Select the **Login** link at the upper right side of the page.
- Under **Returning Members**, select the link **Don't know your password?**
- Enter your current email address and select the **Submit** button to receive an email message with the subject *Password Recovery*.
  - If the system displays “Username does not exist. Please enter a new one.”
    - It may have been a keying error. Retype your current email address and submit again. Typos are the most common error.
    - You may have changed your email address. Email the office asking for an email update. Please include your full name and contact information. Staff will update your email address during office hours and send confirmation by email. Begin the password process again with the updated email address.
  - If you don't receive the *Password Recovery* email message immediately, please be patient: not all email processors are instantaneous. Consider checking your spam filter or repeating the password request process.
- In the *Password Recovery* email message, select the link “**click here.**”
- Type your chosen password in the **new password** field and type it again in the **verify password** field. (Make a note of the new password.) Then select the **Save** button below the passwords.
- You are in your account!