



Member Account Manager QuickStart Guide: Password

To Create Your Password for the First Time

- Go online to our website 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 entitled *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.
 - 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 password field and type it again to confirm. Then select the **Save** button below the passwords.

The process is the same if you forget your password.