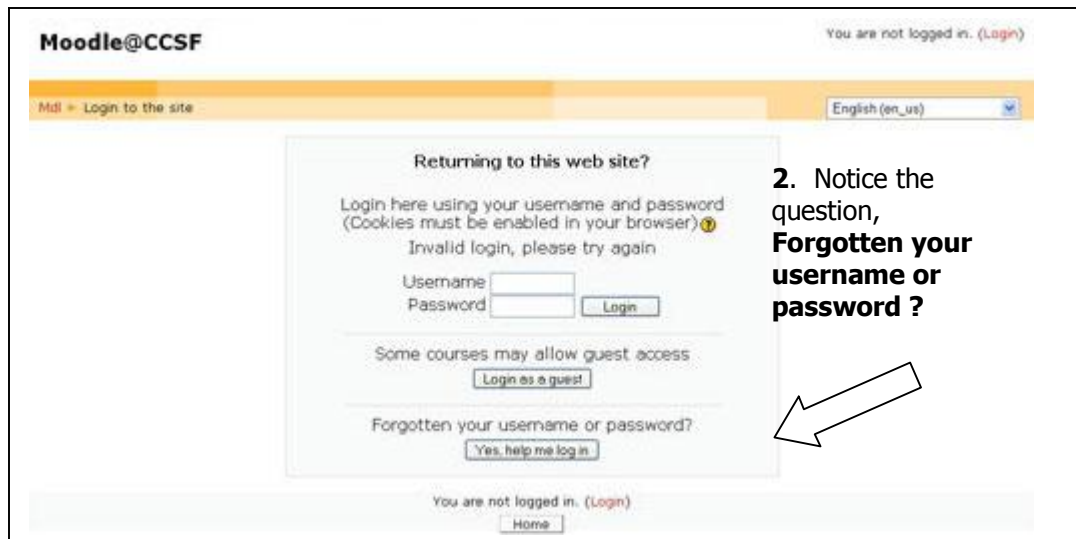


How to Reset your Moodle@CCSF Password

1. Try to log in. If you use an incorrect password, you should see this screen:



The screenshot shows the Moodle@CCSF login page. At the top, it says "Moodle@CCSF" and "You are not logged in. (Login)". Below the header, there is a navigation bar with "Mdl > Login to the site" and a language dropdown set to "English (en_us)". The main content area has a central box with the heading "Returning to this web site?". Below this, it says "Login here using your username and password (Cookies must be enabled in your browser) ⚠️" and "Invalid login, please try again". There are input fields for "Username" and "Password", and a "Login" button. Below the login fields, it says "Some courses may allow guest access" with a "Login as a guest" button. At the bottom of the central box, it says "Forgotten your username or password?" with a "Yes, help me log in" button. An arrow points to this button. At the very bottom of the page, it says "You are not logged in. (Login)" and a "Home" button.

2. Notice the question, **Forgotten your username or password ?**

3. Click on the button that says, **Yes, help me log in.** You will see this screen:



The screenshot shows the "Forgotten password" page. At the top, it says "Forgotten password" and "You are not logged in. (Login)". Below the header, there is a navigation bar with "Mdl > Login > Forgotten password". The main content area has a message: "Your details must first be found in the user database. Please enter **either** your username or your registered email address in the appropriate box. There is no need to enter both." Below this message, there is a form with two input fields: "Username" and "Email address". At the bottom of the form, there are "OK" and "Cancel" buttons.

4. Enter your username or email address. You will see the screen below:



The screenshot shows the "Forgotten password" page. At the top, it says "Forgotten password" and "You are not logged in. (Login)". Below the header, there is a navigation bar with "Mdl > Login > Forgotten password". The main content area has a message: "If you supplied correct username or address an email should have been sent to you. It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, please contact the site administrator." Below this message, there is a "Continue" button. At the very bottom of the page, it says "You are not logged in. (Login)" and a "Mdl" button.

5. You will receive an email in the email account listed in your user profile within minutes. The email will ask you to click on a link to confirm your password change.

6. Once you've verified your account by clicking on the link, you'll get a second email containing a new password in a few minutes.