

LearnER – Forgotten Username and/or Password

About Usernames and Passwords

Each learner uses a unique **Username** and **Password** to access Modules and Resources on **LearnER**. Therefore, if you have forgotten your **Username** or **Password**, you can ask **LearnER** to reset them for you.

Username Reminder and Password Resetting



Access **LearnER** on

<http://elearning.eastriding.gov.uk/moodle>

from any internet accessible device. Click the

Log In, Register and Forgotten Passwords on the top right of the window to access to **Log In** screen.



On the **Log In** screen, click

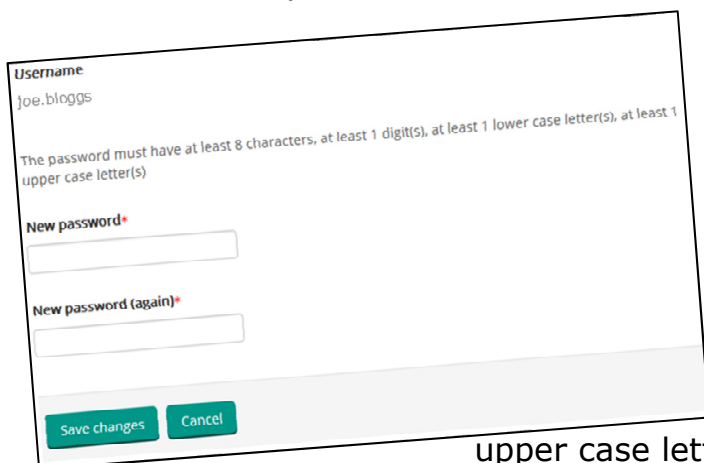
Click here if you have forgotten your username or password option.

A screenshot of the 'Forgotten Password' search form. It has two sections: 'Search by username' with a text input field and a 'Search' button, and 'Search by email address' with a text input field and a 'Search' button.

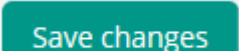
On the **Forgotten Password** screen, input **either** your **Username** or email address and click **Search**.

LearnER will send you an email to your registered email address. Once you received this, open it and click the link displayed in the body of the text.

The link will open the *Set Password* screen in your internet browser.



Input a new **Password** in the *Password* field - remember it must have at least 8 characters, at least 1 digit, at least 1 lower case letter and at least 1 upper case letter.

Input the **Password** again in the New *Password(again)* field and click  .

You will now be able to **Log In** using your **Username** and new **Password**.

If you still experience any problems, make an IT Service Desk request using the **IT Service Desk** button on the *Log in* screen or by calling (01482) 394444.

I do not have an email address

Some learners do not have their own eastriding.gov.uk or NHS email address. You need to make an IT Service Desk request using the **IT Service Desk** button on the *Log in* screen or by calling (01482) 394444 if this applies to you.