

[CourseStorm Help Center](#) / [CourseStorm Support](#) / [How To: Reset My Password](#)

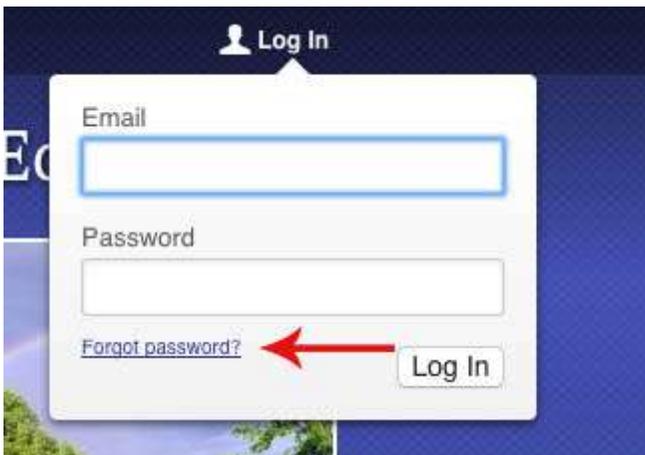
How To: Reset My Password

When resetting your password, it is important to remember that you must leave the password reset window open when you check your email for the security code. If you close the window, you will have to start the process all over again.

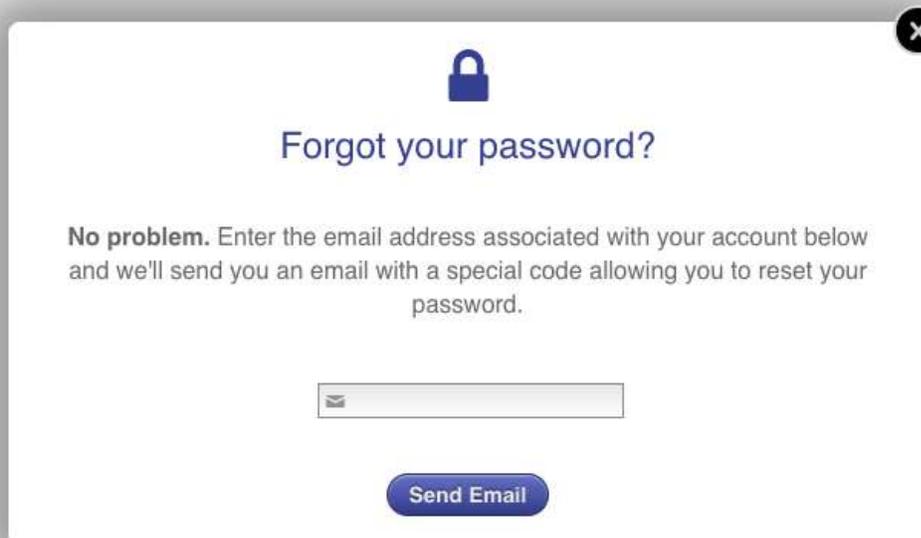
Also, occasionally, the reset emails are flagged as spam. You or your student may need to check the spam folder and/or whitelist/safelist coursestorm.com to make sure the messages get through.

If you are an admin or instructor user, you will need to click on the Staff Log In at the bottom of your CourseStorm page. If you are working with a student user, they will need to click on the Log In link at the top of the page. After that, the instructions are the same for all users.

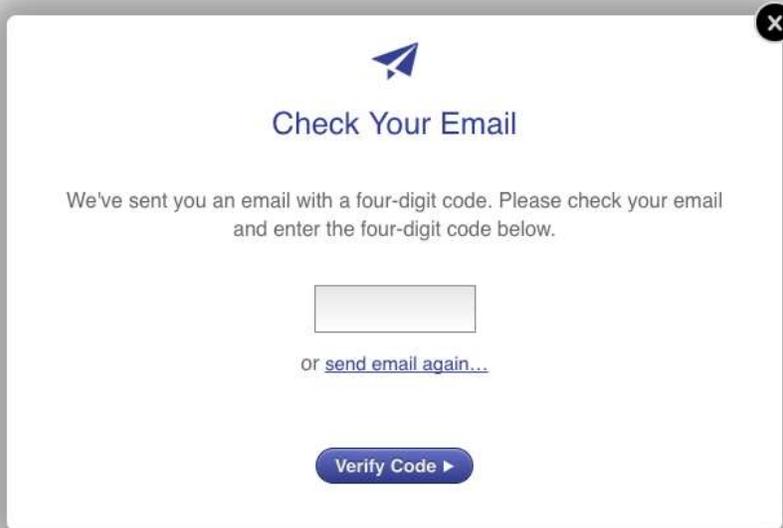
Click on the "Forgot password?" link below the email and password fields.



When the new window appears, enter your email address and then click on the "Send Email" button.



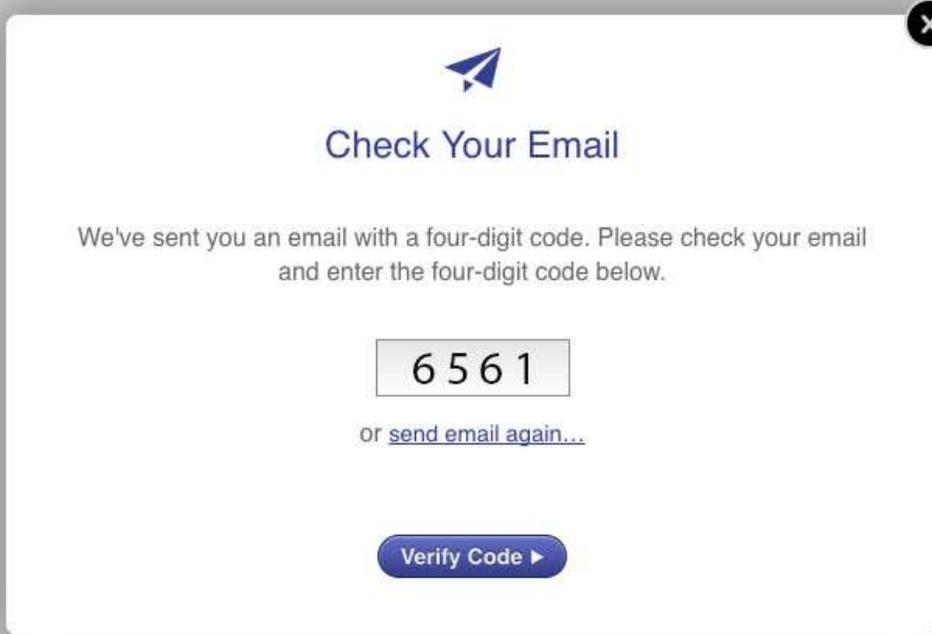
A new window will appear asking for a security code.



The system will then send a message to the email address you provided. It is very important to **leave this window open** and open a new tab, window or email program to retrieve the message. Open the email and make note of the four digit code that is included.

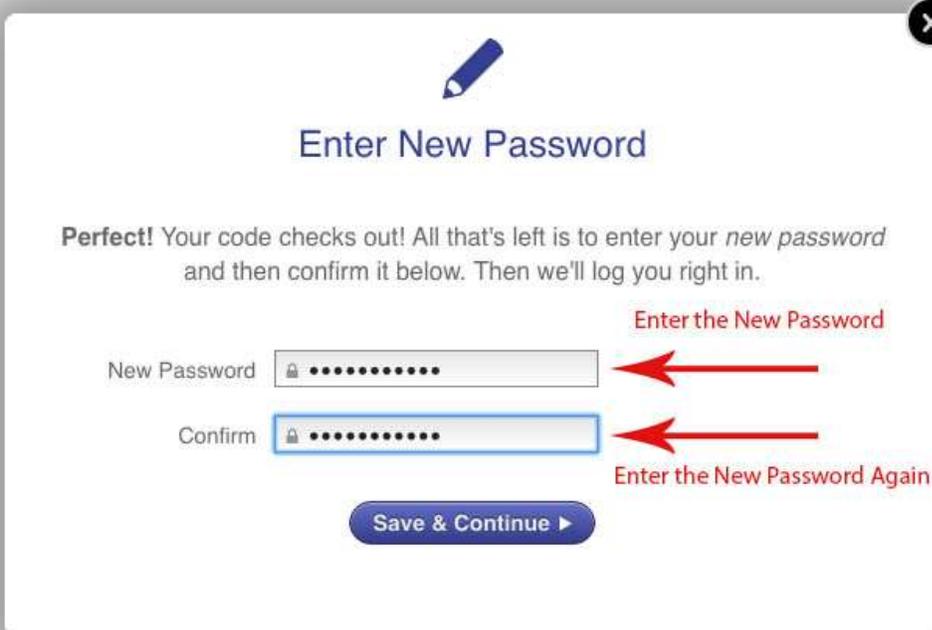


Go back to your password reset window, enter the four digit code from the email and then click on the "Verify Code" button.



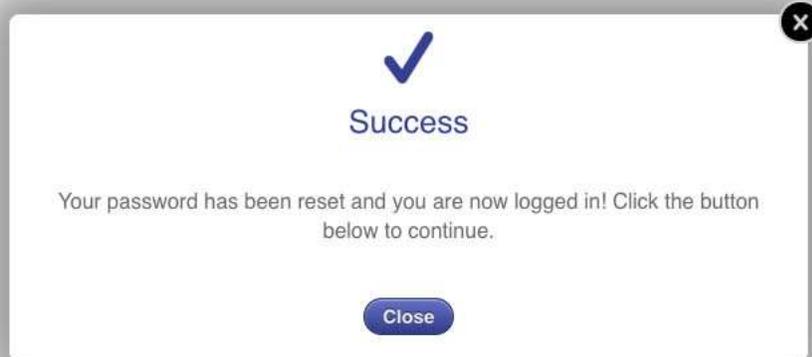
The screen features a paper airplane icon at the top center. Below it is the heading "Check Your Email". The main text reads: "We've sent you an email with a four-digit code. Please check your email and enter the four-digit code below." A text box contains the code "6561". Below the text box is a link that says "or [send email again...](#)". At the bottom center is a blue button labeled "Verify Code ▶". A close button (X) is in the top right corner.

If the code matches, the next screen will ask you to enter your new password (twice) and then click on the "Save & Continue" button.



The screen features a pencil icon at the top center. Below it is the heading "Enter New Password". The main text reads: "Perfect! Your code checks out! All that's left is to enter your *new password* and then confirm it below. Then we'll log you right in." There are two password input fields. The first is labeled "New Password" and the second is labeled "Confirm". Both fields contain masked characters (dots). Red arrows point from the text "Enter the New Password" to the first field and from "Enter the New Password Again" to the second field. At the bottom center is a blue button labeled "Save & Continue ▶". A close button (X) is in the top right corner.

If the two passwords match (if there is an error, there may be a typo because it hides what you type in for security purposes - just try entering them again), you should receive this confirmation screen. Just click on the "Close" button and that's it!



Did this article help? Yes No

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