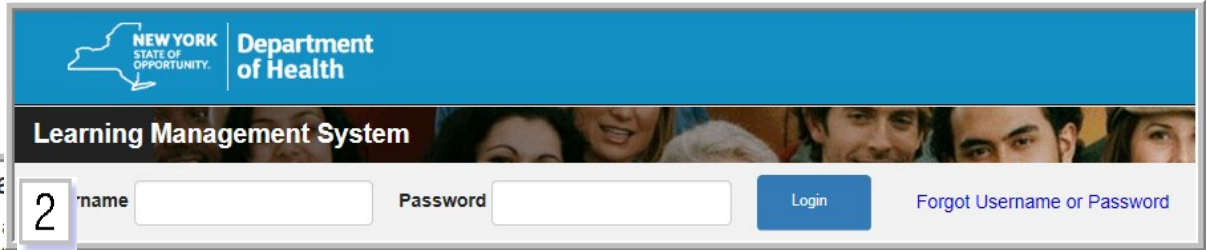


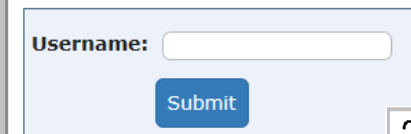
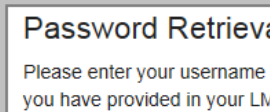
# Forgotten Password Change Tool on the NYLearnsPH.com Learning Management System (LMS)

1. Go to <https://www.NYLearnsPH.com>



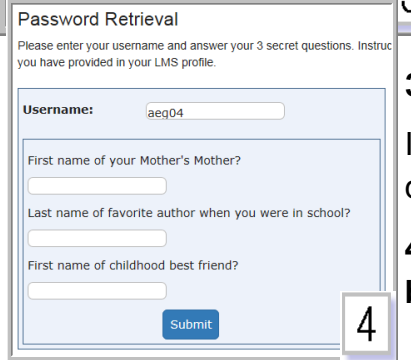
2. Click on “Forgot Username or Password” to the right of the login fields. The Username Retrieval and Password CHANGE tool will open.

Note: Throughout this process, you should always use the “Submit” button, rather than just hitting “Enter” on your keyboard.



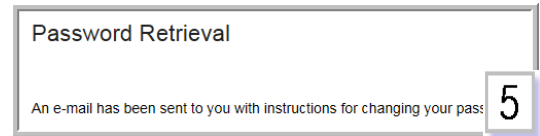
3. Enter your Username and click on the “Submit” button.

If the Username is correct then you will be asked to answer the 3 secret questions that you answered when you first registered on the LMS.



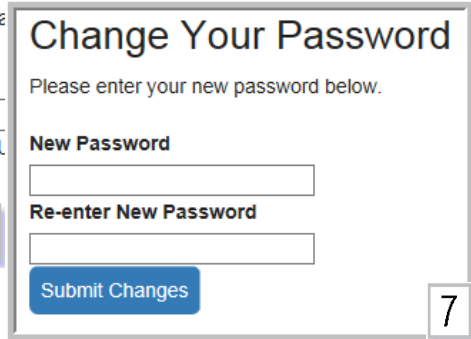
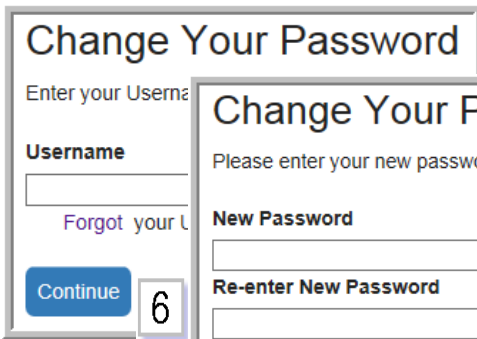
4. Answer your secret questions (non-case sensitive) & click on the “Submit” button.

5. If you answered your 3 secret questions correctly, you will receive a



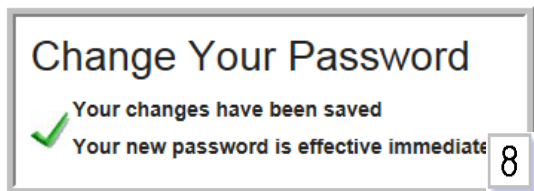
message that an email has been sent to the email address you gave when you registered on the LMS.

6. The email will include a link back to the LMS where you are asked to reenter your Username.



7. Enter and Confirm New Password.

8. Receive Password Change Confirmation.



**You are now ready to log in and start using the system with your newly changed password.**

Questions? Email: [edlearn@health.state.ny.us](mailto:edlearn@health.state.ny.us)

or Call: 518-473-4223 (option 4)