

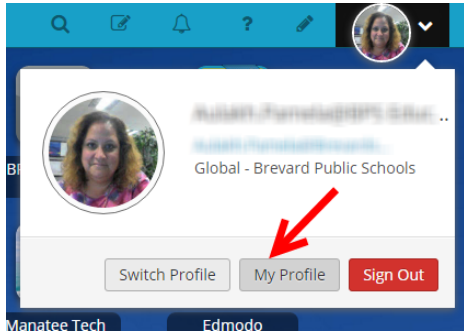
Using Launchpad to Reset Your Password And Getting Locked Out

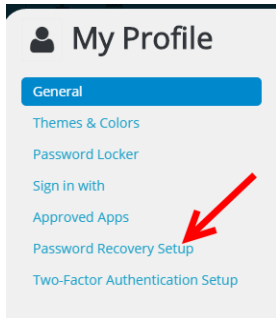
<https://goo.gl/A408yE>

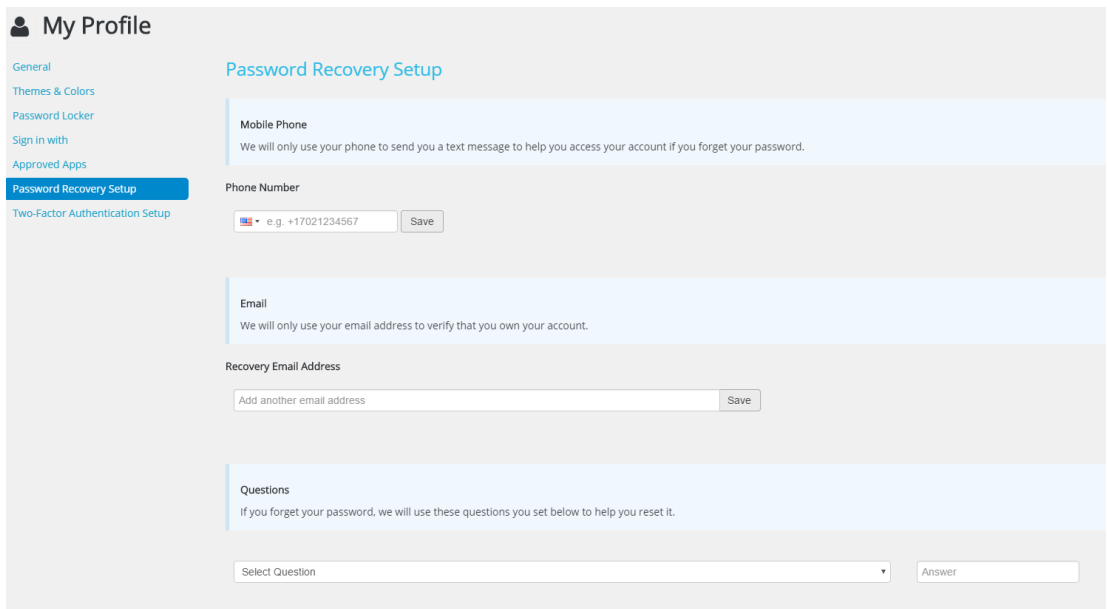
<p>“Help, I’m locked out!”</p>	<p>When you get locked out of your account, the system locks you out for one hour. Try again after an hour.</p>
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Resetting Your Password

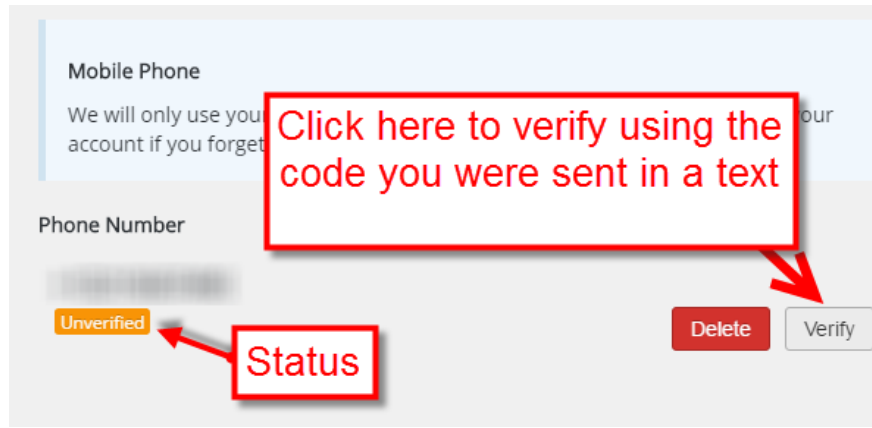
In order to be able to use Launchpad to reset your password, you have to set up and activate that feature in your Launchpad account prior to using the reset password feature. Follow the instructions below on setting up the Password Recovery Feature in Launchpad.

<p>In Launchpad, click on the profile picture in the upper right hand corner. Click on “My Profile”.</p>	
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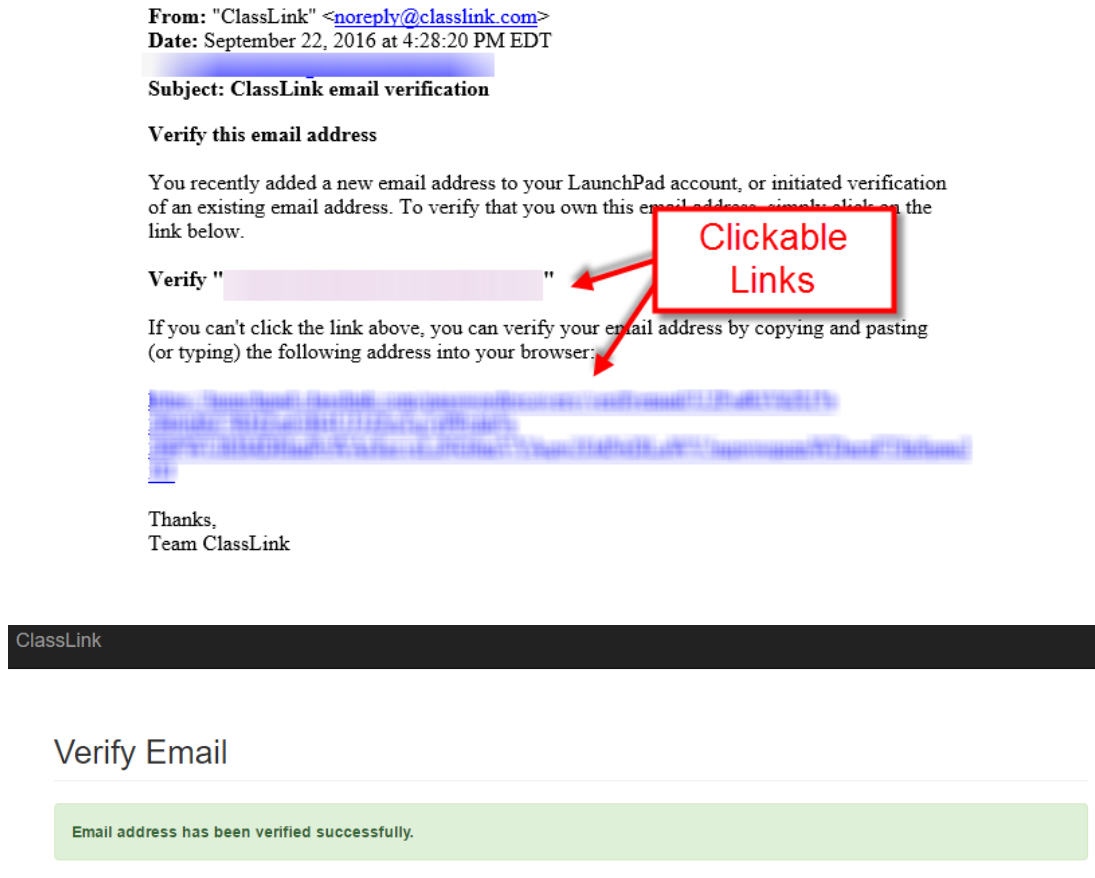
<p>Under “My Profile”, select the “Password Recovery Setup” feature.</p>	
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<p>On this page, you can choose the option/s you want to use. You can choose</p> <ul style="list-style-type: none"> • Text • Email • Challenge Questions <p>Read your choices carefully and make your selection. When you are done, be sure to scroll down to the bottom of the page to select “Save Questions”.</p>	
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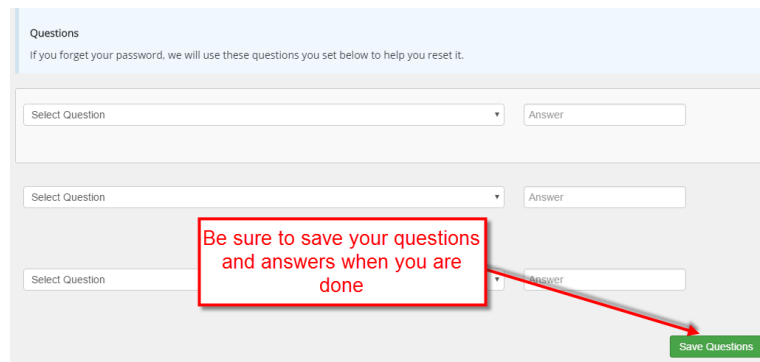
Text Option: If you chose the text option, you will be sent a verification code via text. You will need to put that in to the Password Recovery setup page.



Email Option
You will be sent an email with a link to click on to verify your email address. Follow the directions in the email to verify your code. Once you click on it, you should see a page that tells you the verification was successful.



Questions
Select your three questions and answers. You may want to document your responses somewhere.



Using the Password Reset Feature Once it is Set Up

Click on the “**Help, I forgot my Password**” link on the home page



Put in your username.

Note that for **teachers**, it is **ONLY** your lastname.firstname (*not your full email address*)

Students: Your student number only

Options: You will next be presented with a screen to select how you want to change your password. If you only put in one option, it will choose that option for you.

You'll get a confirmation screen once you choose your option. You should be all set!