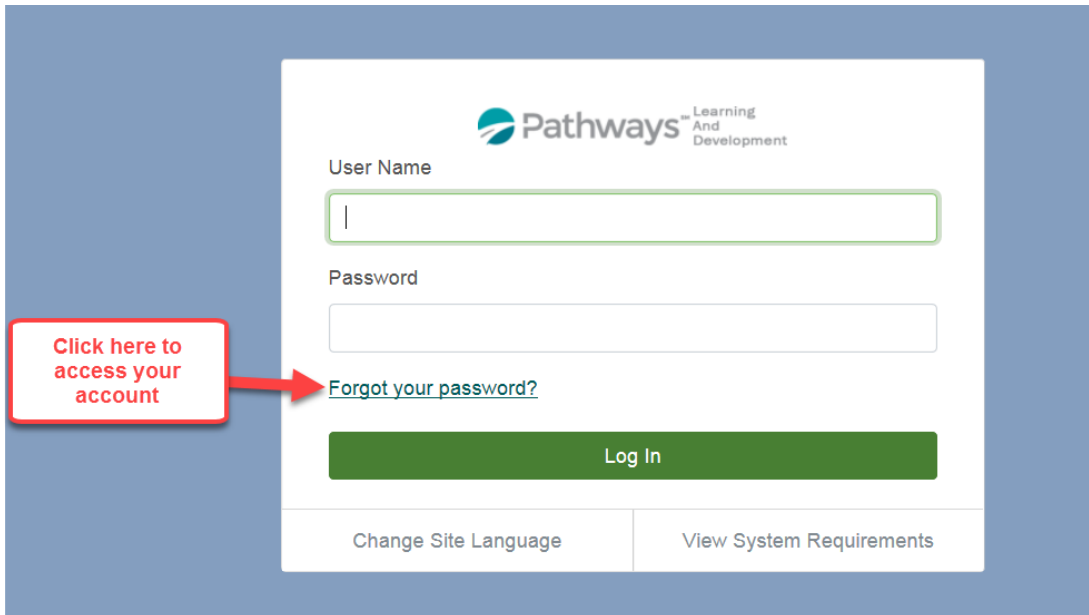


ONCE YOU HAVE SET UP YOUR SECURITY QUESTIONS

If you ever have login problems going forward, you can click on the **Forgot my Password** link on the Login Screen to access your account or reset your own password.

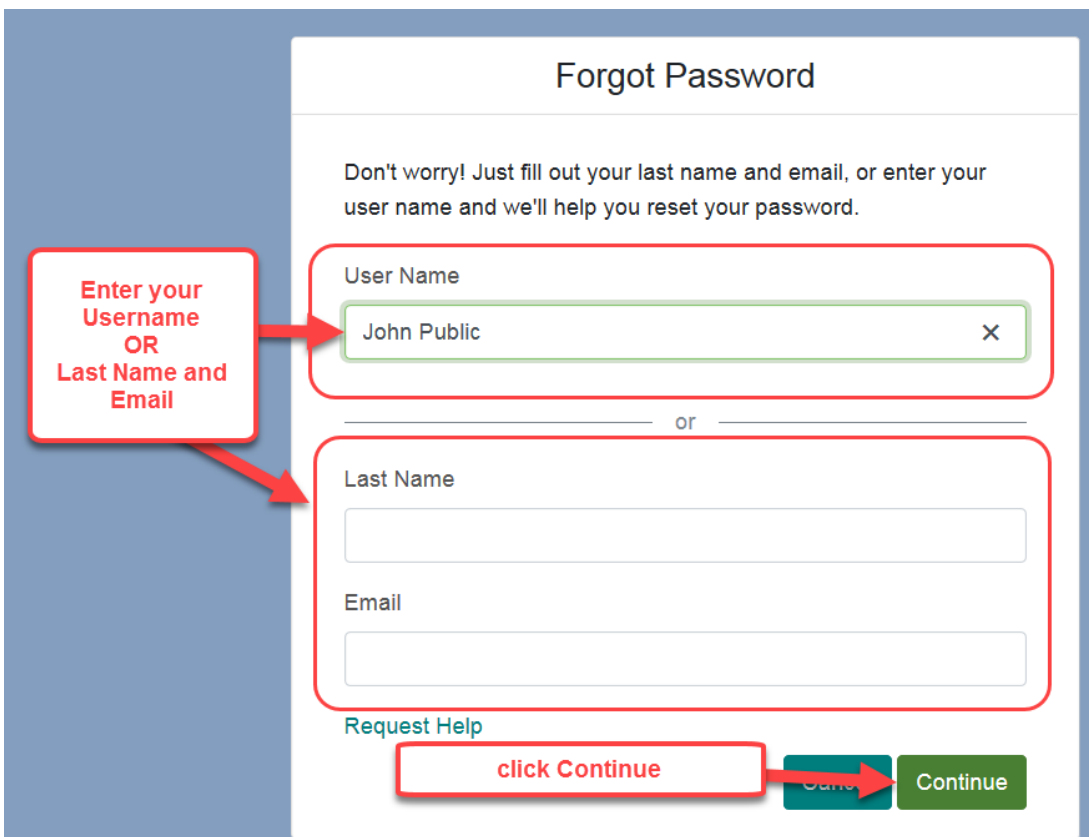
Here are the steps for that.

Step 1. Click on the **Forgot My Password** link



The screenshot shows the Pathways Learning And Development login interface. At the top is the logo. Below it are two input fields: "User Name" and "Password". A red callout box with the text "Click here to access your account" has an arrow pointing to the blue link "Forgot your password?". Below the password field is a green "Log In" button. At the bottom, there are two links: "Change Site Language" and "View System Requirements".

Step 2. Enter your Username (this usually works best, since there are several valid company emails your account may be using i.e john.public@pathways.com, jpublic@provcorp.com, jpublic@fpscorp.com, etc.) .



The screenshot shows the "Forgot Password" screen. The title is "Forgot Password". Below the title is a message: "Don't worry! Just fill out your last name and email, or enter your user name and we'll help you reset your password." There are three input fields: "User Name" (containing "John Public"), "Last Name", and "Email". A red callout box with the text "Enter your Username OR Last Name and Email" has arrows pointing to the "User Name" field and the "Last Name" field. Below the "Email" field is a "Request Help" link. At the bottom, there is a red callout box with the text "click Continue" and an arrow pointing to the green "Continue" button.

Step 3. Either enter the Security Code that was sent to your email, OR click on the Answer My Security Questions link.

The screenshot shows the 'Forgot Password' interface. At the top, it says 'Forgot Password'. Below that, a green box contains the text: 'An email containing your security code has been sent. Once you have received the email, please enter the code from the email into the field below, then click continue.' There is a 'Security Code' label above a text input field. Below the input field, there is a link that says 'Answer my security questions instead'. At the bottom, there are three buttons: 'Resend Security Code', 'Cancel', 'Back', and 'Continue'. A red callout box on the left contains the following text: 'Enter the Code that is emailed to you. If you do not get a code in your email, YOU CAN STILL access your account by clicking on the Answer My Security Questions Instead link'. Red arrows point from the callout box to the 'Security Code' input field and the 'Answer my security questions instead' link.

Step 4. Answer the Security Questions

The screenshot shows the 'Security Questions' interface. At the top, it says 'Security Questions'. Below that, it says 'Please answer all questions listed below. Upon successfully answering these questions, you will be able to set a new password.' There are three questions, each with a text input field: 'In what city were you born?', 'What is your favorite holiday?', and 'What was the name of your first pet?'. At the bottom, there are three buttons: 'Cancel', 'Back', and 'Continue'. A red callout box on the left contains the following text: 'Answer your questions correctly and click Continue and you will get to the reset password screen!'. Red arrows point from the callout box to each of the three input fields and the 'Continue' button.

Step 5. Change your password and then login with new password!

The image shows two side-by-side screenshots. The left screenshot is titled 'Change Password'. It contains the text: 'Your new password must be at minimum 8 characters long and contain at least 1 uppercase letter, 1 lowercase letter, and 1 number.' Below this, there are two text input fields labeled 'New Password' and 'Confirm New Password'. At the bottom right, there is a green button labeled 'Change Password'. The right screenshot shows the 'Pathways Learning And Development' logo at the top. Below the logo, there is a green box with the text: 'Your password has been changed. Please log in.' Below this, there are two text input fields labeled 'User Name' and 'Password'. Below the input fields, there is a link that says 'Forgot your password?'. At the bottom, there is a green button labeled 'Log In'. At the very bottom, there are two links: 'Change Site Language' and 'View System Requirements'.