How do I retrieve a forgotten password?

If you forget your CDX account password, you can reset it at any time.

1. Navigate to https://go.cdxlearning.com/password. The FORGOT YOUR PASSWORD? screen opens, as shown here, with a field for entering your email address.

2. Enter your email address in the Email field, then click the Reset button. The screen displays a message, “Instructions to reset your password have been emailed to you,” as shown below. (If, however, you see the message, “There is no user with this email,” carefully re-enter your email address or click the TECHNICAL SUPPORT link for additional assistance with your account.)
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3. Open your email program if necessary and check your inbox for an email message from no-reply@jblearning.com, similar to the message shown below. The message includes an link for resetting your password. If after a few minutes you do not see a message, check your spam or junk mail folder.

4. Click the Reset link in the email message. (Alternatively, you can copy the link and paste it into the address bar of your web browser, then press [Enter] on your keyboard.) The Jones & Bartlett Learning site opens in a new tab and displays the CREATE YOUR NEW PASSWORD screen, as shown below.

5. Enter a new password in the New Password field, using a combination of letters and numbers that is hard for others to guess. Retype the password exactly in the Confirm New Password field, then click the Reset Password button. The new password is saved to your account and the log in screen opens.

6. Enter your username if necessary in the Username field, then type your new password in the Password field, then click the Log In button. You are logged in and the My Account page opens, where you can access your course.