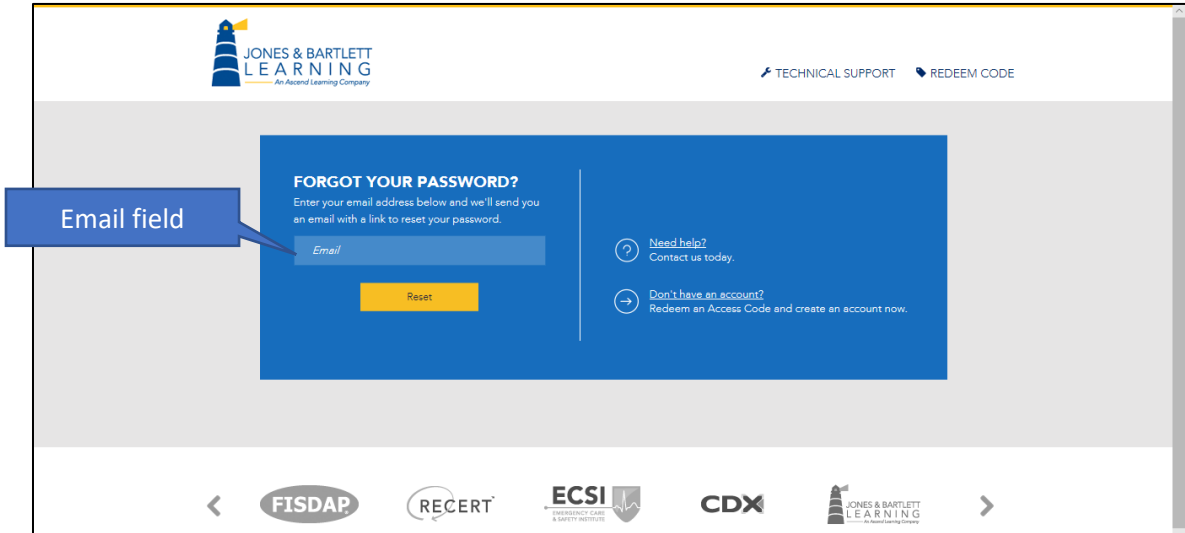


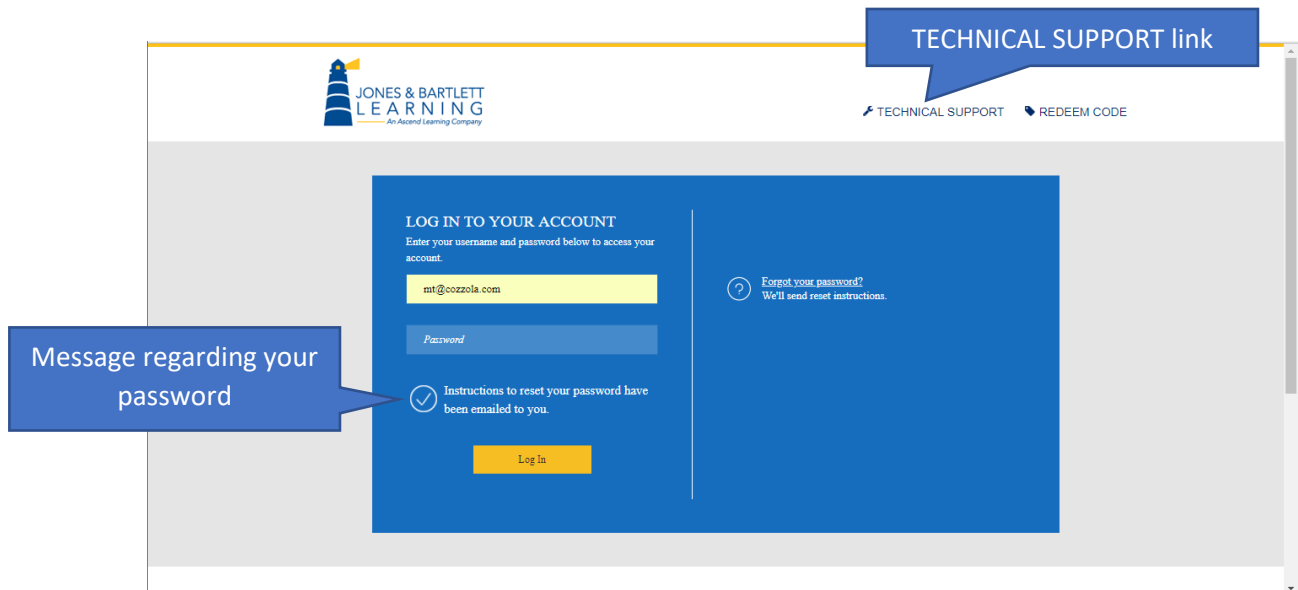
How do I retrieve a forgotten password?

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

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

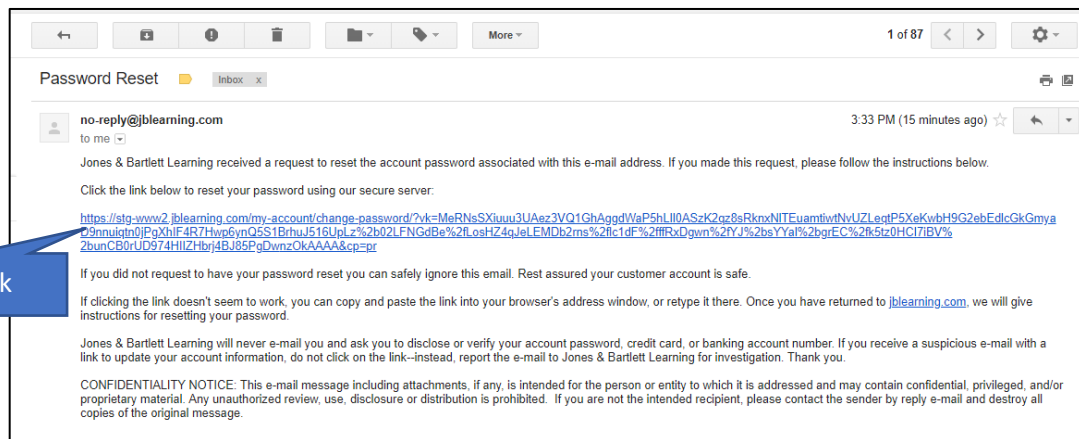


2. Enter your email address in the **Email field**, then click the **Reset button**. The screen displays a message, "Instructions to reset your password have been emailed to you," as shown below. (If, however, you see the message, "There is no user with this email," carefully re-enter your email address or click the **TECHNICAL SUPPORT** link for additional assistance with your account.)

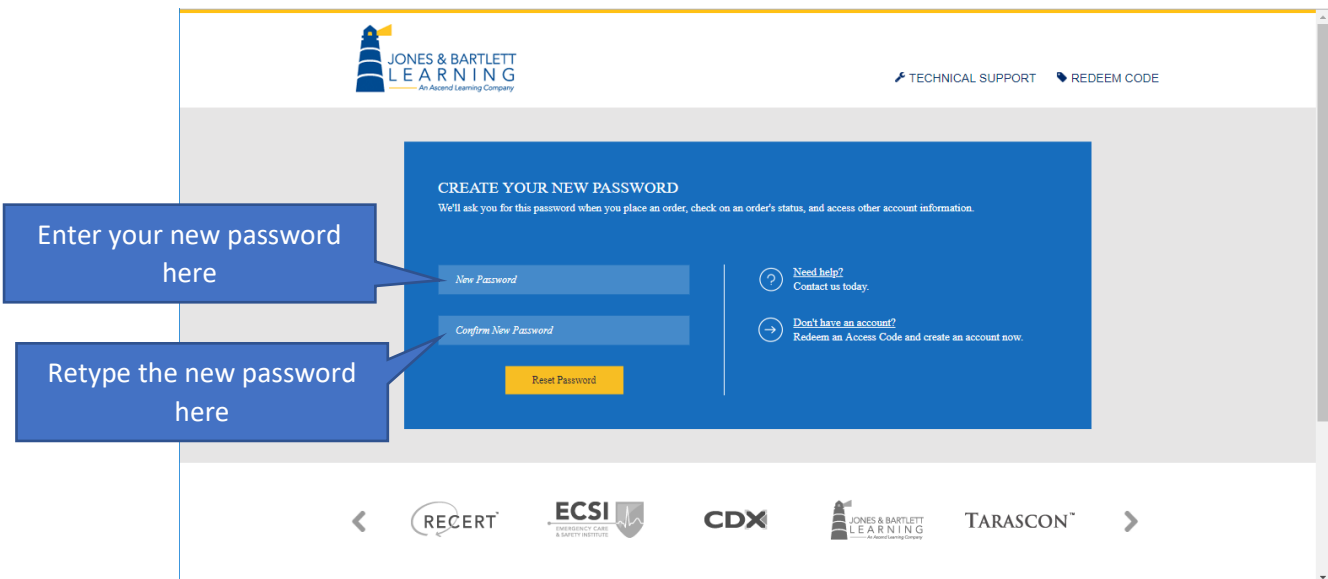


How do I retrieve a forgotten password?

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 a 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.