

## Change a Learner or Rater Username/Password

**When to use:** When a Learner or a Rater wishes to reset their Username or Password.

An Admin cannot change someone else's Username, but the Learner or Rater can do it themselves in TracomLearning.com.

### Username Change - Log in to Tracomlearning Homepage

- 1) <https://www.tracomlearning.com/>
- 2) Enter your **Username** and **Password** (both are case sensitive)
- 3) Click "**Change My Information**"
- 4) Enter a new Username
- 5) Re-enter the new Username
- 6) Click "**Submit**"

### Password Change - Log in to Tracomlearning Homepage

- 1) <https://www.tracomlearning.com/>
- 2) Enter your **Username** and **Password** (both are case sensitive)
- 3) Click "**Change My Password**"
- 4) Enter the current Password
- 5) Enter a new Password (minimum 8 characters with 1 uppercase, 1 lowercase and 1 number)
- 6) Re-enter the new Password
- 7) Click "**Submit**"

NOTE: Raters new to the MAX system receive unique links and no longer register a username and password. A rater who previously registered with a username and password can make changes to their username & password following the directions above.