

Forgotten Username, Password, or Security Questions

When to use: When a user has forgotten their Username, Password or Security Questions.

Tracomlearning Homepage

- 1) Navigate to <https://www.tracomlearning.com>
- 2) Click **“LOST USERNAME/PASSWORD”**
- 3) Enter your email address.
- 4) Click **“SUBMIT”**
- 5) Fill in the appropriate answers to your security questions
- 6) Click **“FORGOT PASSWORD”** or **“FORGOT USERNAME”** (An email with the requested information will be sent immediately)

If the answers to the Security Questions have been forgotten

- 1) Click **“Can’t Answer Security Questions”**
- 2) Click **“RESET MY SECURITY QUESTIONS”** (an email will be sent immediately)
- 3) Click on the link in the email
- 4) Select a Security Question 1 and type in the answer
- 5) Select a Security Question 2 and type in the answer
- 6) Click **“SUBMIT”**
- 7) Click **“FORGOT PASSWORD”** or **“FORGOT USERNAME”** (an email with the requested information will be sent immediately)

****Please note:** An email will be sent directly to the learner, which must be replied to in order to unlock the entire To-Do list.