

## Password and Account Maintenance

### Resetting a Password

If a participant has an account in the system, but cannot remember their password, they can use the **Forgot Password** link to reset their password.

The Forgotten password link is located on the Account Sign In page.



- Select “**Click here**” next to: If you have **forgot your password**

The Password Management screen opens:



- Enter the email address for the account and click **Get Password**

- An email containing information on resetting the password is sent to the email address provided **Note:** this email is sent from [messenger@esclive.net](mailto:messenger@esclive.net)

## Changing a Password

If a participant already has an account in the system, and knows their current their password, they can use the **Change your password** link to set a new password for their account or the **Update your email address** link to change the email address associated with their account.

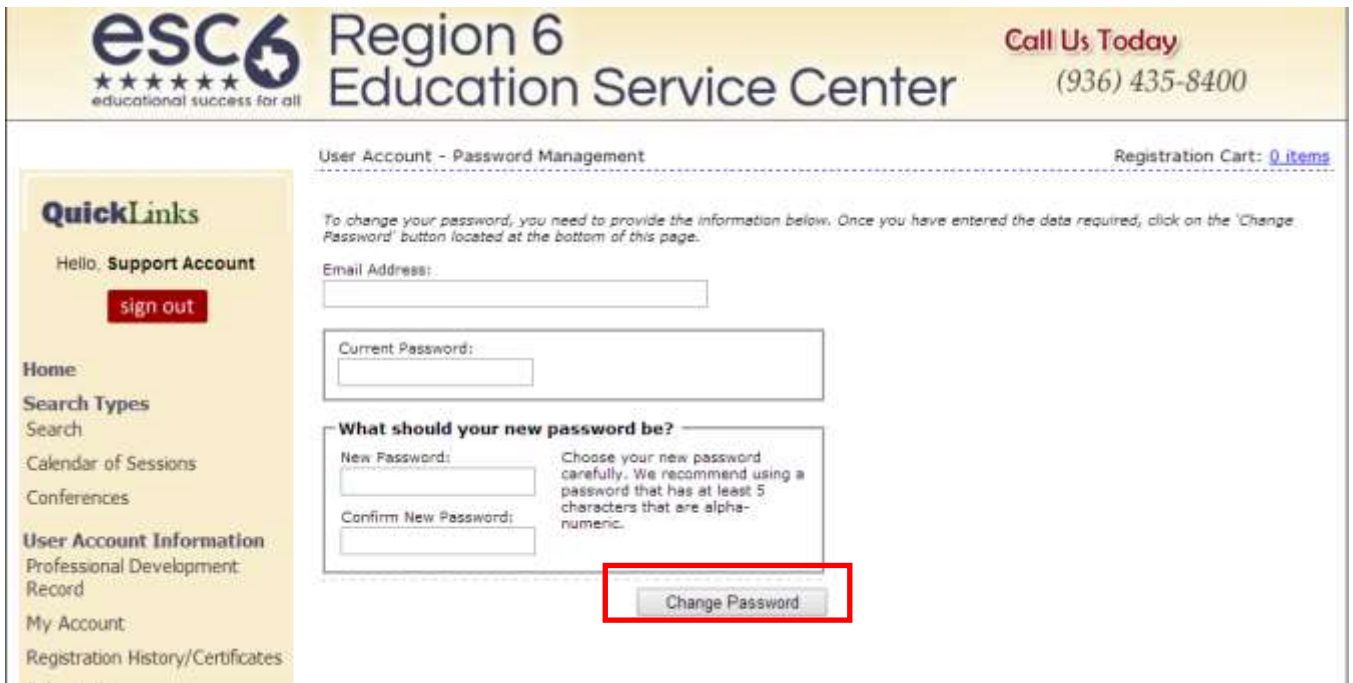
To change a current password:

- Click the **Sign In** button
- Enter the email address and password in the correct fields
- Once logged in, select the **User Account** link from the main menu bar



- Click on the Change Password link at the top of the page

The Change Password window opens:



- Enter the email address assigned to the account in the **Email Address** field

- Enter the current password in the **Current Password** field
- Enter the new password in the **New Password** field
- Confirm the new password in the **Confirm New Password** field
- Click the **Change Password** button to save the new password

## Changing Email Address (Login)

If an email address has changed follow these step to change it on the user's account:

- Click the **Sign In** button
- Enter the email address and password in the correct fields
- Select the **User Account** link from the main menu bar
- Click on the **Change primary email address** link at top of the User Account page
- The Email Management window opens:

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User Account - Password Management

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**User Account Information**

Professional Development Record

My Account

Registration History/Certificates

To change your password, you need to provide the information below. Once you have entered the data required, click on the 'Change Password' button located at the bottom of this page.

Email Address:  
helpdesk@esc4.net

Current Password:  
\*\*\*\*\*

**What should your new password be?**

New Password:  
\*\*\*\*

Choose your new password carefully. We recommend using a password that has at least 5 characters that are alpha-numeric.

Confirm New Password:  
\*\*\*\*

**Change Password**

- Enter the New email address in the **New Email Address** and **Confirm New Email** fields
- Click **Change Password** to change the email address
- This is now the email address that is used to log into the system