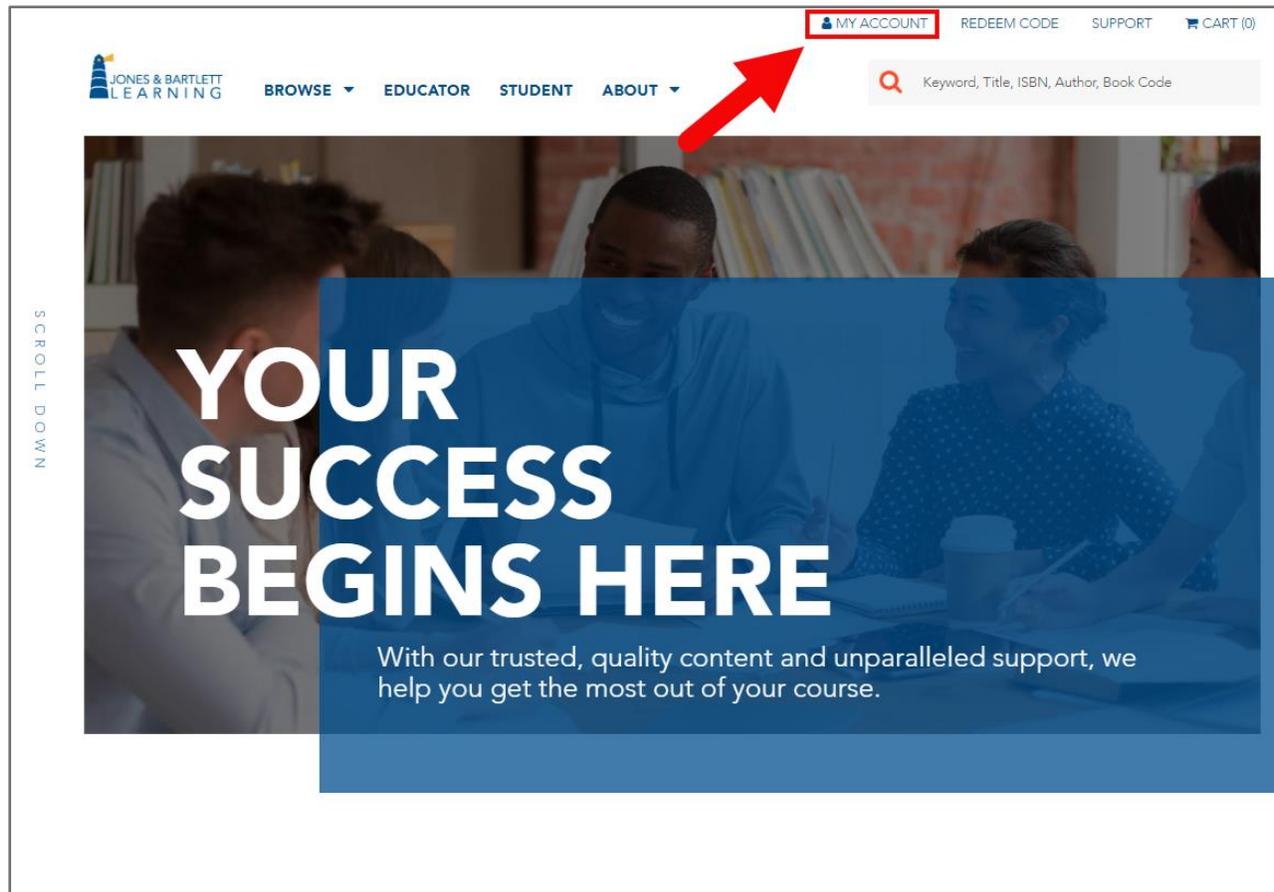# How to Reset Your Password

*This document contains instructions for resetting a forgotten password for your Navigate user account. The process is the same for both students and instructors.*
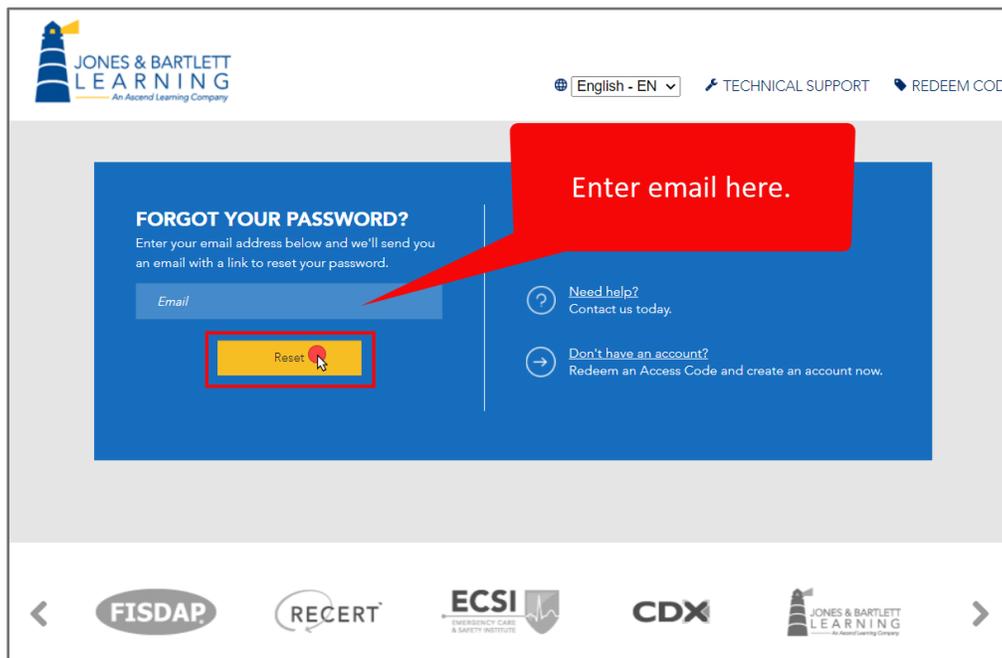
1. Open your web browser and navigate to [www.jblearning.com](www.jblearning.com) in the web address field.

2. Next, click on the **My Account** link at the top-right of the page.

Technical Support: www.jblearning.com/techsupport | support@jblearning.com | 1-978-443-5000 | M-F 8:30am – 8:00pm

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3. On the login page that displays, click on the **Forgot your password** link next to the question mark icon to the right.
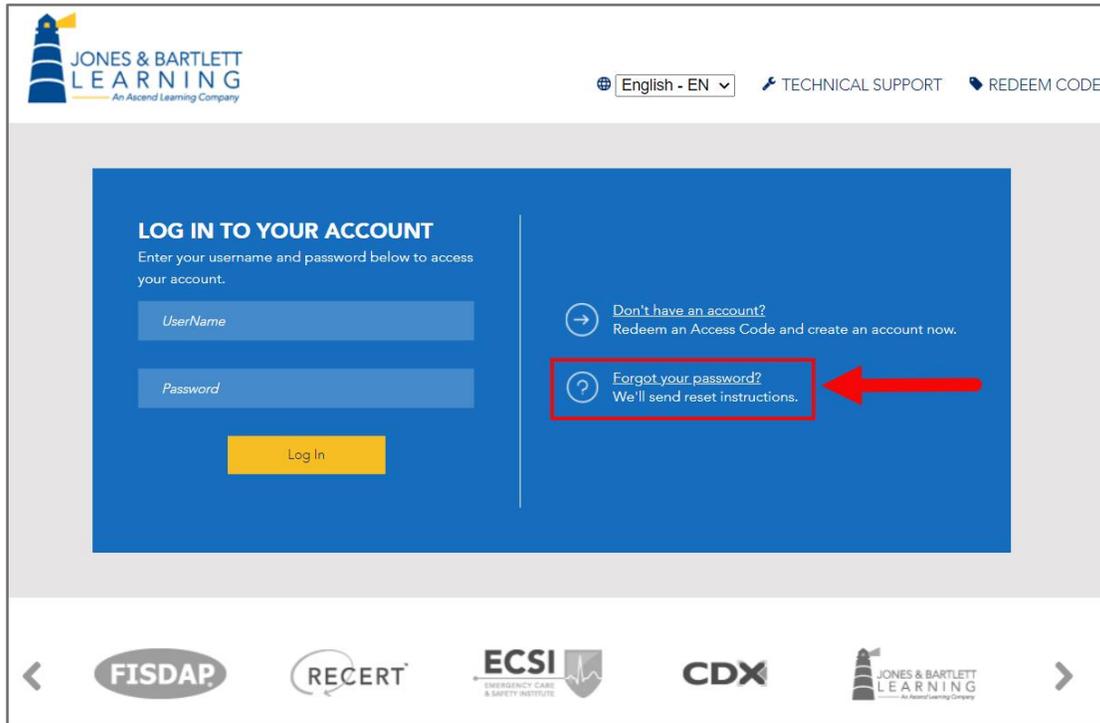


4. Enter the email address on your account in the field provided on the next page, then click the **Reset** button.

5. Next, open your email account and find the message from **noreply@jblearning.com** with "Password Reset" in the subject line. Click on the hyperlink included in this email to open the **Create your new password** page.

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N    noreply@jblearning.com    ✅ Ryan Poor      3:49

**Password Reset**

Jones & Bartlett Learning received a request to reset the account password associated with this e-mail address. If you made this request, please follow the instructions below.

Click the link below to reset your password using our secure server:

https://www2.jblearning.com//register/forgotpassword/update?
vk=7b09zkfHWe9GhKnd4AE17ZRmZl59w+reJ5/QkkiD6NtctrzeNgrzLiEJKoHwp4FUf2cI8sZqjIKilTt3Q+qkuAe8yRZfx6Ya&cp=pr

If you did not request to have your password reset you can safely ignore this email. Rest assured your customer account is safe.

If clicking the link doesn't seem to work, you can copy and paste the link into your browser's address window, or retype it there. Once you have returned to jblearning.com, we will give instructions for resetting your password.

Jones & Bartlett Learning will never e-mail you and ask you to disclose or verify your account password, credit card, or banking account number. If you receive a suspicious e-mail with a link to update your account information, do not click on the link--instead, report the e-mail to Jones & Bartlett Learning for investigation. Thank you.

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6. Enter a new password of your choice in both fields provided on the reset page that opens, then click the **Reset** button.



7. The **My Account** login page will now refresh, and you may enter your updated credentials to access your account.