

New Enhanced Security Procedures

Our new enhanced security procedure to help protect your account and comply with new General Data Protection Regulations (GDPR) will mean that you will be required to verify your email account and create answers to three security questions when first accessing your eLearning console. (Please note you will only have to complete this process once)

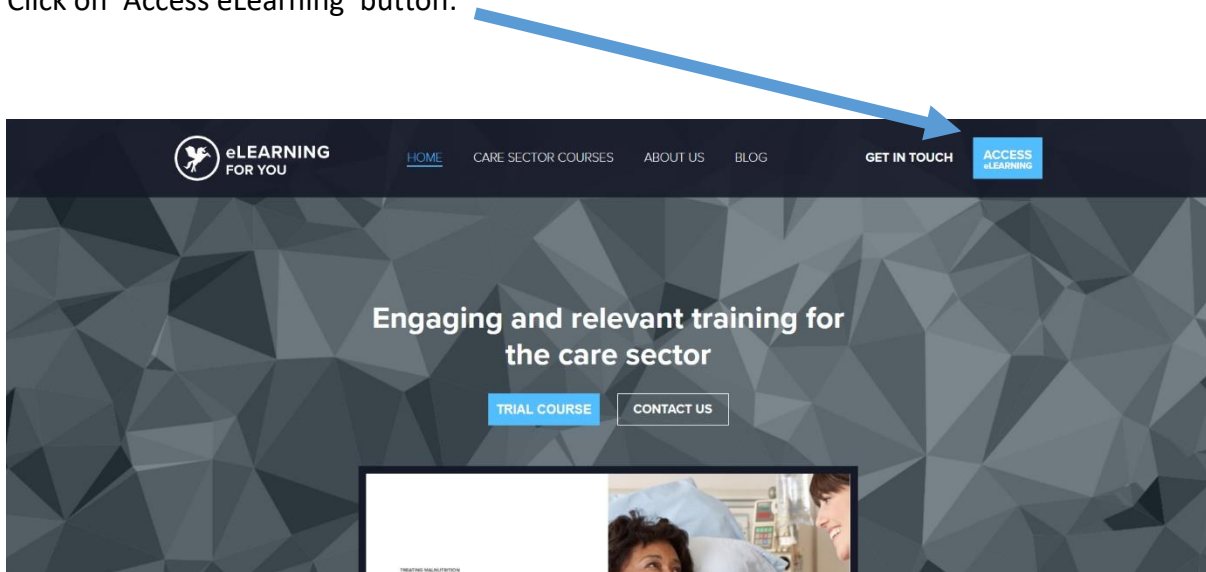
Logging On

To launch the eLearning console please go to the following web address:

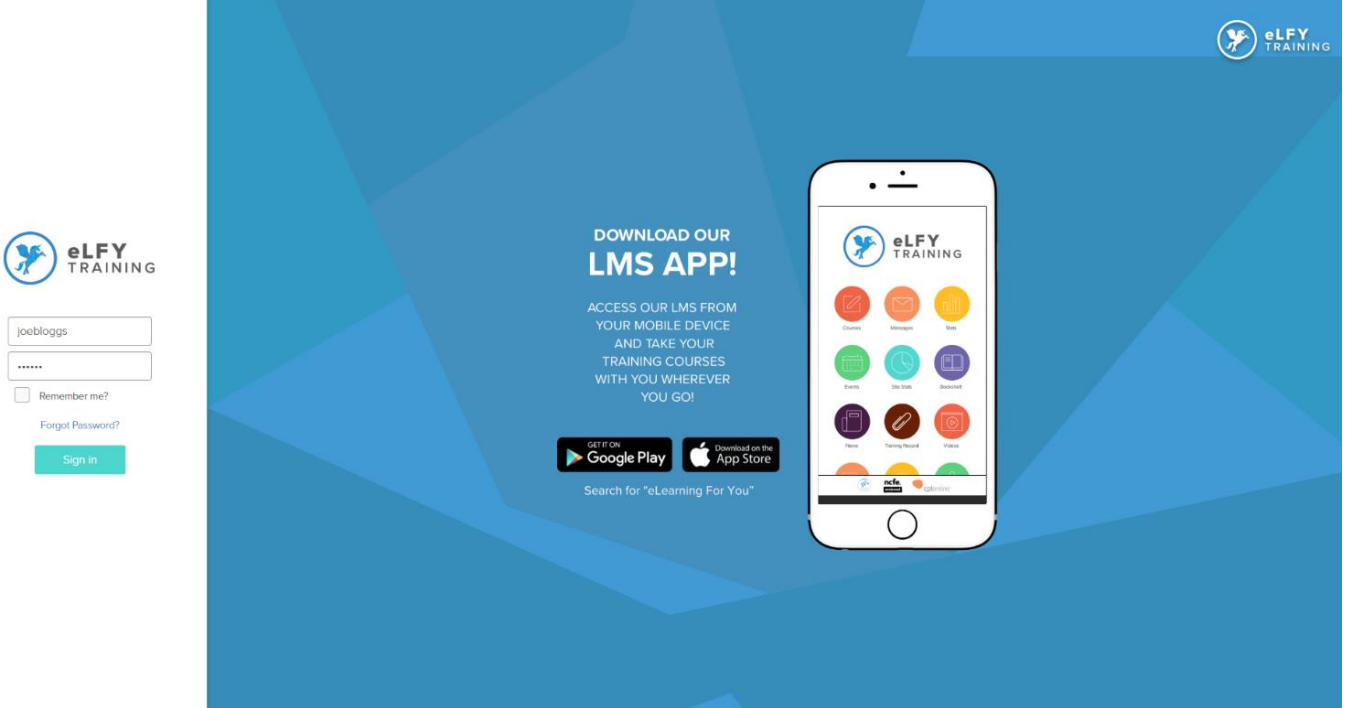
www.elearningforyou.co.uk

We recommend using Google Chrome to access the console.


Click on 'Access eLearning' button:



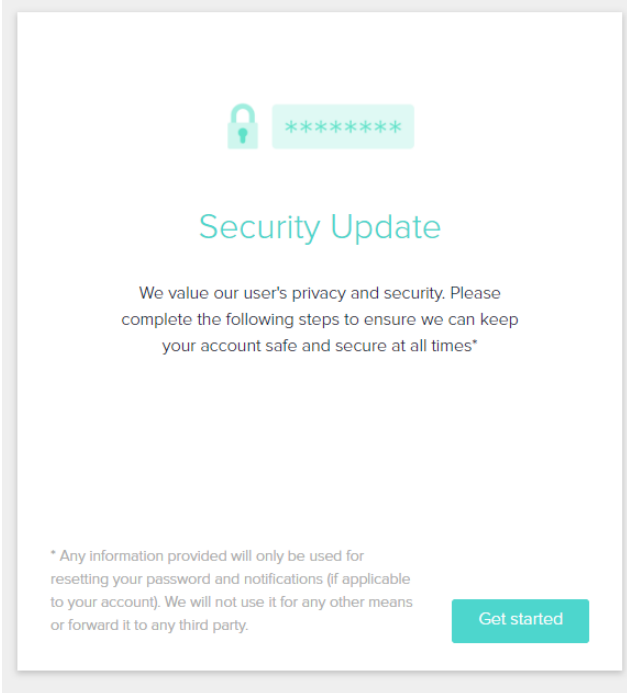
You will then be directed to either the below page – here you will need to enter your login details:



OR – you will be able to access your eLearning using the below login page:

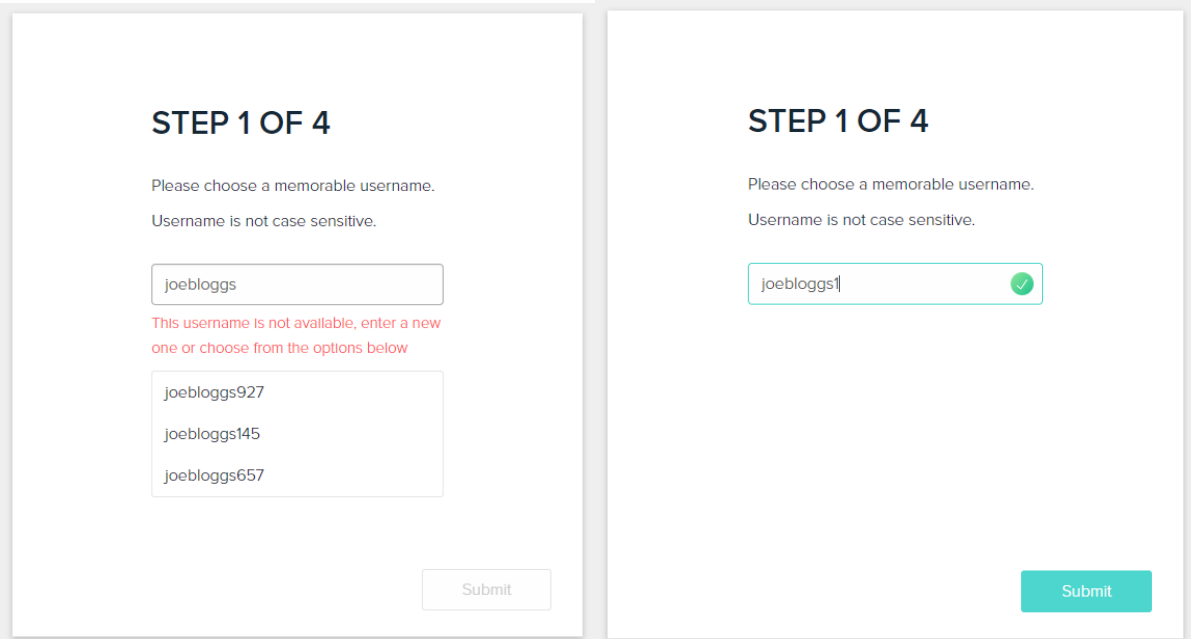


When logging into your console you will see the following message:



A security update message displayed in a light blue box. At the top, there is a lock icon and a password field containing seven asterisks. The main heading is "Security Update". Below it, a paragraph states: "We value our user's privacy and security. Please complete the following steps to ensure we can keep your account safe and secure at all times*". At the bottom left, a disclaimer reads: "* Any information provided will only be used for resetting your password and notifications (if applicable to your account). We will not use it for any other means or forward it to any third party." At the bottom right, there is a teal "Get started" button.

Click **Get Started** and it will take you to the following page:



Two side-by-side screenshots of a "STEP 1 OF 4" username selection page. The left screenshot shows a text input field with "joebloggs" entered. Below it, a red error message says: "This username is not available, enter a new one or choose from the options below". Below the error message is a list of suggested usernames: "joebloggs927", "joebloggs145", and "joebloggs657". A grey "Submit" button is at the bottom right. The right screenshot shows the same page but with a green checkmark in a circle next to the "joebloggs" input field, indicating it is valid. A teal "Submit" button is at the bottom right.

Your username needs to be **at least eight characters long**, if your username is less than this currently the system will not allow you to submit and will not display a green tick.

Once you have submitted your username, enter your email address. **Please note:** if you would rather not use an email address, you can skip this step.

STEP 2 OF 4

This email will be used to reset your password and for system notifications (if applicable)

If you prefer not to use an email address, please [skip this step](#).

Email address

Confirm email address


[Skip](#)

STEP 2 OF 4


This email will be used to reset your password and for system notifications (if applicable)

If you prefer not to use an email address, please [skip this step](#).

Email address


Confirm email address

[Skip](#)

Creating security questions

The next step is to complete answers to **three security questions** (this will help enhance the security of your account and will be required to validate who you are if you contact our customer support team)



STEP 3 OF 4

Select 3 questions and provide answers for each...

Question 1

Please Select ▼

Answer

Question 2

Please Select ▼


Answer

Question 3

Please Select ▼

Answer

Submit



STEP 3 OF 4

Select 3 questions and provide answers for each...

Question 1

What is your mother's maiden name? ▼

Bloggs

Question 2

What time of day were you born? ▼

Morning

Question 3

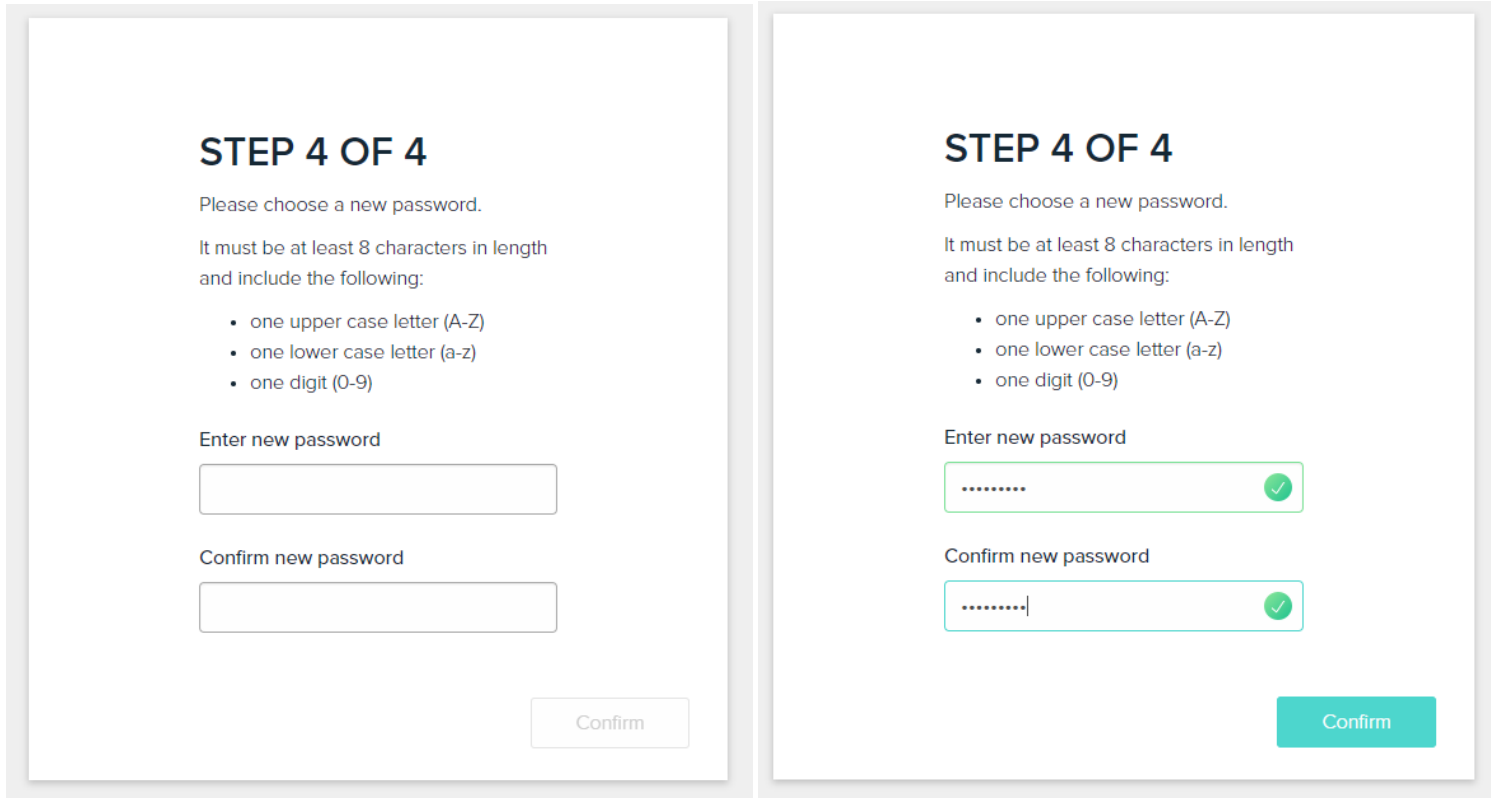
When you were young, what did you want to be? ▼

Spaceman

Submit

Creating a new password

The final step in the process is to create your new password:



STEP 4 OF 4

Please choose a new password.

It must be at least 8 characters in length and include the following:

- one upper case letter (A-Z)
- one lower case letter (a-z)
- one digit (0-9)

Enter new password

Confirm new password

Confirm

STEP 4 OF 4

Please choose a new password.

It must be at least 8 characters in length and include the following:

- one upper case letter (A-Z)
- one lower case letter (a-z)
- one digit (0-9)

Enter new password

 ✓

Confirm new password

 ✓

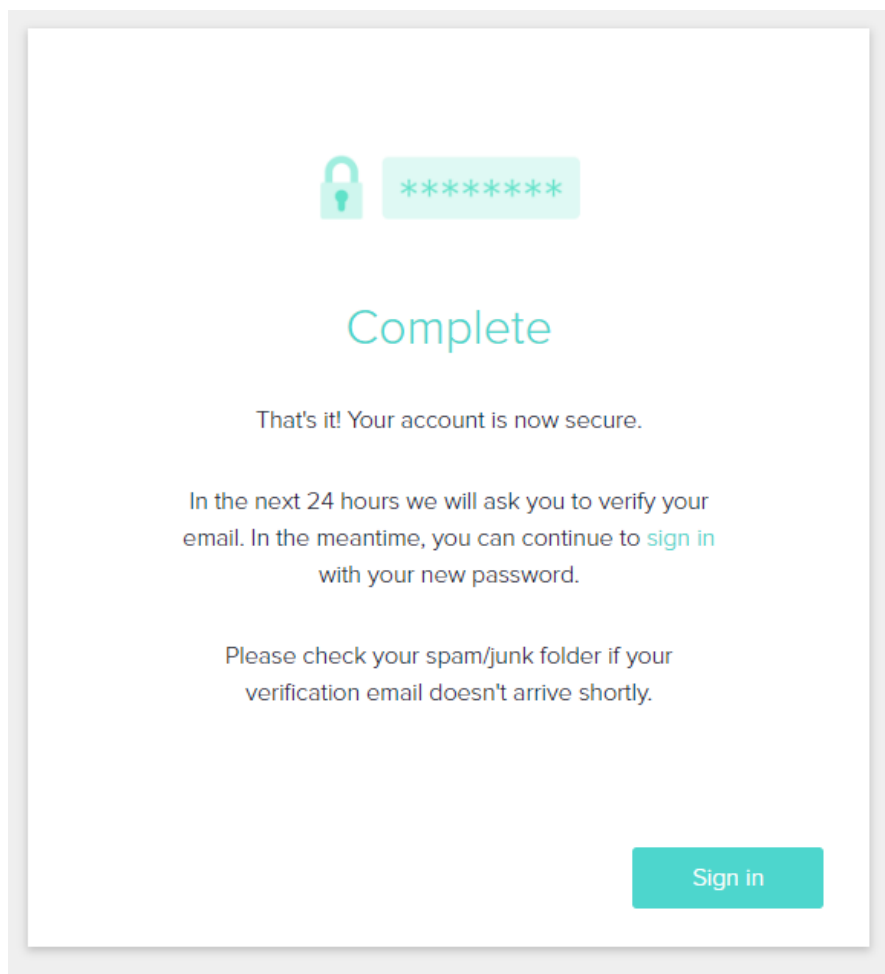
Confirm

Your password must be **at least eight characters in length** and include:

- One upper case letter (A-Z)
- One lower case letter (a-z)
- One digit (0-9)

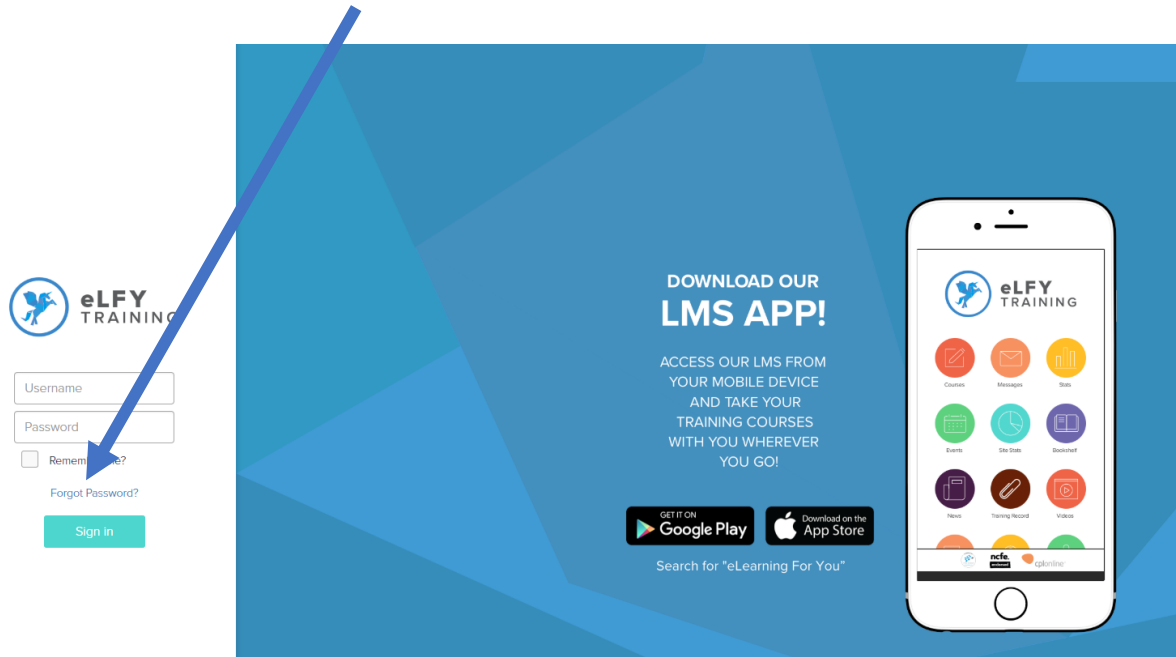
Once you have completed the requirements and a green tick appears in both rows, select confirm.

Upon confirming your new password, you should receive the following message:




Forgotten Password

If you have previously entered all the above information to change your password but have now forgotten this, select Forgot Password?




If you have previously provided and validated your email address, then please complete the below:


 *****

Account Recovery

Enter your email address



[Haven't given us your email address?](#)

 *****

Password Reset Sent

In a few moments you should receive an email. Please follow the steps outlined on the email to change your password.

You will receive the below email:

From: [REDACTED]
Sent: 25 May 2018 08:59
To: [REDACTED]
Subject: Password Reset

Hi [REDACTED]

It looks like you've asked us to reset your password.

Click the link below to reset your password.

[Reset my Password](#)

This link will expire in 24 hours, if you miss your window, click here to request another reset link.

[Request another code](#)

If you don't want to change your password, don't worry, we haven't changed anything, you can ignore this email.

Thank you
CPL Online Support

Click the link to Reset my Password, you will come to the following page where you can enter a new password:


Reset Password

New password must be at least 8 characters in length and include the following:

- one upper case letter (A-Z)
- one lower case letter (a-z)
- one digit (0-9)

New password

Confirm new password



Password Changed

Password successfully changed.

If you did not provide an email address, or haven't yet validated your email address, you will be required to enter your username:



Account Recovery

Enter your username

If you don't know your username, or haven't given us your security information yet, please call your support team.

[Got a recovery code?](#)

Submit

Once you have entered your username you will be taken to your security questions:

SECURITY QUESTIONS

Please answer the below security questions to recover your account

Question 1

What is your mother's maiden name?

Question 2

What was the model of your first car?

Question 3

What is the name and location of your first job?

Submit

SECURITY QUESTIONS

Please answer the below security questions to recover your account

Question 1

What is your mother's maiden name?

Question 2

What was the model of your first car?

Question 3

What is the name and location of your first job?

Submit

Once the correct information is submitted you will then be able to reset your password:

Reset Password

New password must be at least 8 characters in length and include the following:

- one upper case letter (A-Z)
- one lower case letter (a-z)
- one digit (0-9)

New password

Confirm new password

Change password

If you have forgotten your username, please contact the customer support team on 01202 725080 and press option 1 who will be able to provide you with a recovery code.



Account Recovery

Enter your username

If you don't know your username, or haven't given us your security information yet, please call your support team.

[Got a recovery code?](#)

Submit