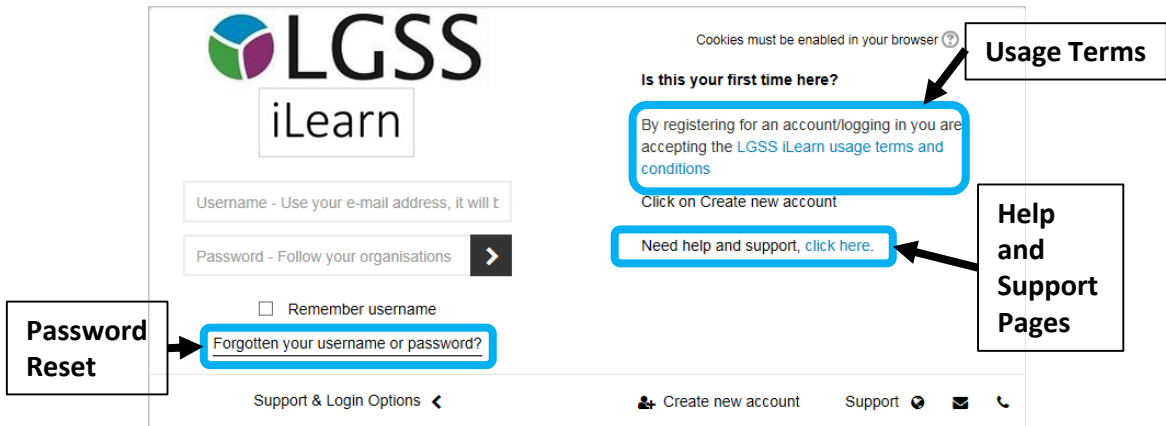


# iLearn Password Reset


First click on **Log in**  which you can find at the top right hand corner of the page.

Now you will be taken to the page where you can login view the usage terms, support pages and the forgotten your username or password.



Click on **Forgotten your username or password?** This will take you to the password reset screen.



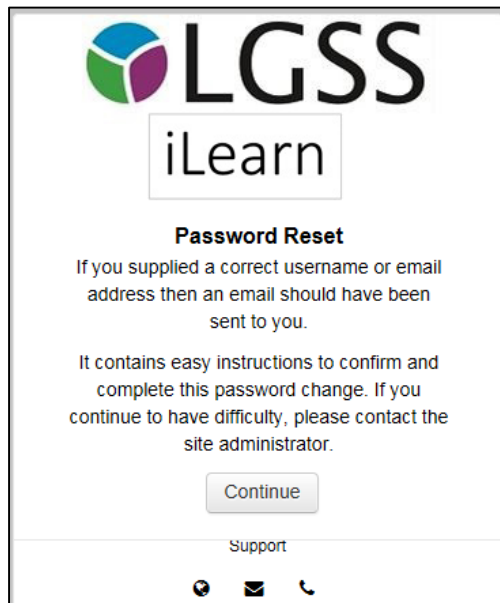
Type in the email address that you used to create your account then click on the arrow .

You will now see this message explaining that an email will be sent to the address provided.

You may not receive the email if:

- Your account has been deactivated
- The email address provided is incorrect
- It may go into your junkmail

If your account has been deactivated you will need to email the [Learning and Development](#) team.

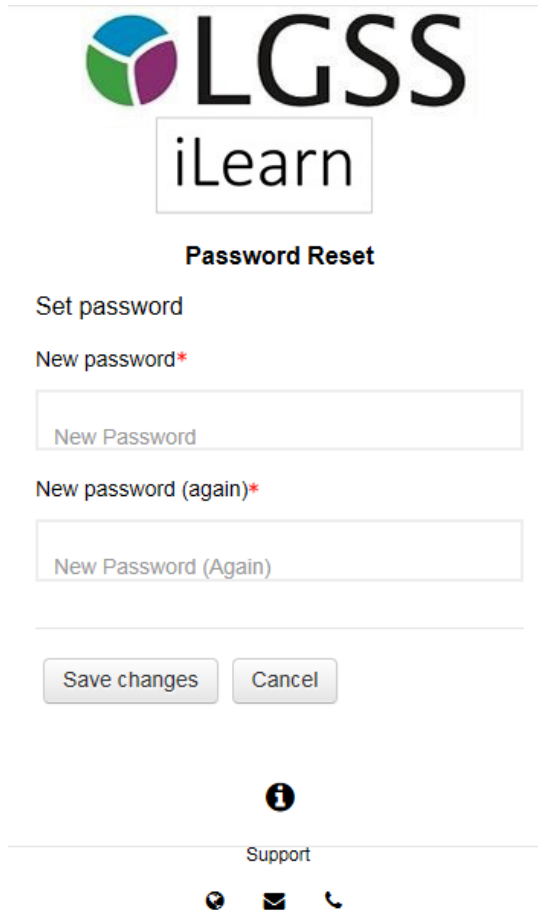


If you have received the email from Support ([Lgsslearning@northamptonshire.gov.uk](mailto:Lgsslearning@northamptonshire.gov.uk))

You may need to cut and paste the web address from the email it will look like e.g.

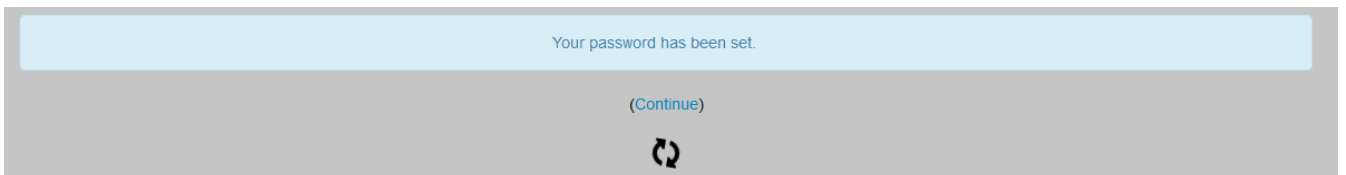
[https://lgss.learningpool.com/login/forgot\\_password.php?token=9jyRfMCGOV0WtH9oJSr1Foj5yjWH0vts](https://lgss.learningpool.com/login/forgot_password.php?token=9jyRfMCGOV0WtH9oJSr1Foj5yjWH0vts)

Now you have the chance to change your password. You will need to type it in twice.



The screenshot shows the LGSS iLearn Password Reset interface. At the top is the LGSS iLearn logo. Below it is the heading "Password Reset". The form includes a "Set password" section with two input fields: "New password\*" and "New password (again)\*". Below the input fields are two buttons: "Save changes" and "Cancel". At the bottom of the form is an information icon, the word "Support", and three small icons representing a globe, an envelope, and a telephone.

This message will appear - the screen will refresh taking you to the homepage



Should you require additional support you can always contact Learningpool support  
Email - [support@learningpool.com](mailto:support@learningpool.com)  
Phone - **0845 0744 114** (Please note call charges will vary depending on your provider  
for further information click [here](#))