

How to reset your password – LearnPro Community

- 1 Please ensure you are accessing Learnpro Community (Not Council)
- 2 Please enter your Email address that you registered with.

If you have forgotten the password please select the Forgotten Login button.

- 3 If an incorrect password has been submitted, this error message will appear.

To reset your password select Forgotten Login.

- 4 A green message box will confirm that a new password has been sent to the email address used to register.

- 5 Please note this reset password will come from automessage@learnpro.co.uk – If you do not receive it, please check your **junk email**.

This is a temporary password and will get you into the system to be able to choose a new one.

<https://community.learnprouk.com/lms>

From: automessage_community@learnpro.co.uk Sent: Wed 23/12/2020 07:35
To: Proud To Learn
Cc:
Subject: learnPro Community Details Changed

Dear Proud to Learn,

Your password has been successfully updated for learnPro Community.

To access your learnPro Community account, go to <https://community.learnprouk.com/lms> and enter your username and new password.

Username: proudtolearn@gloucestershire.gov.uk
Password: P8Yq9lg1@6

Keep your login details safe as they allow access to your personal details.
learnPro Community Team

Powered by learnPro LMS - the complete learning management and authoring system for your organisation

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- 6 Please choose a new password which needs to be at least 8 characters including a capital letter, lowercase letter and special character, for example !?

Then select Next

Please do not select the cancel button, this will close the session.

- 7 Confirmation that you have successfully changed your password.

Select continue to get to your Homepage.

- 8 The Homepage

Your learning plan:

Any mandatory courses will be displayed here

E-learning – To access any other modules please select Show all Elearning - Then All course (A-Z)

To request a space on a Virtual/Face to face training course select Apply for Events

The screenshot shows the 'SET PASSWORD' step of the password reset process. It includes a list of requirements for the new password: at least 8 characters long, containing an uppercase letter, a lowercase letter, and a special character/symbol. The special character/symbol must be from a set of accepted characters: !@#\$%^&*~:;<>_-. It also states the password must be different from the previous one. Below the requirements are two input fields: 'Choose Password: (*)' and 'Confirm Password: (*)', each with a question mark icon to the right.

The screenshot shows the 'END PROCESS' step. It contains the text: 'If you do not wish to continue, please press the cancel button to logout.'

The screenshot shows the 'COMPLETE DETAILS' step. It includes a 'COMPLETE' section with the text: 'Thank you! Your details have been accepted. Please click on the Continue Button below.' There are 'PREVIOUS' and 'CONTINUE' buttons. Below this is the 'END PROCESS' section with the text: 'If you do not wish to continue, please press the cancel button to logout.' and a 'CANCEL' button.

The screenshot shows the LearnPro Community homepage dashboard. At the top is a navigation bar with links for HOME, PROFILE, CHANGE PASSWORD, CERTIFICATE, SUPPORT, ADMIN, and LOGOUT. Below the navigation bar is a 'WELCOME Proud to Learn' section with 'NOTIFICATIONS' for Announcements and Updates. There are two mandatory course sections: 'CORE MANDATORY' (No Core Mandatory courses have been set for your location yet) and 'ROLE MANDATORY' (33% completed, 1 completed, 3 assigned). Below these is the 'LEARNING PLAN' section with a 'REFRESH' button and a list of courses: 'Gloucestershire County Council Fire Awareness INCOMPLETE' and 'Safeguarding Adults Level 1 INCOMPLETE', each with a 'LAUNCH' button. There is also a 'VIEW FULL PLAN' button. Below the learning plan is the 'ELEARNING' section with a 'SHOW ALL ELEARNING' button. At the bottom is the 'TRAINING EVENTS / COURSE BOOKING' section with 'YOUR UPCOMING EVENTS' and 'VIEW ALL' and 'APPLY FOR EVENTS' buttons.