

If a user is unable to login to Moodle, the most common issue is a forgotten password or username.

Moodle has a feature that will reset the password and display the username linked to an email address.

The process for this is as follows:

1. From the login page, click the "Forgotten your username or password?" link.



Home ► Log in ► Forgotten password

2. From here, enter your Username OR your Email address associated with your Moodle account.

DO NOT ENTER BOTH.

For students, your Moodle Username and your Email address are both the same:

firstname.lastname@myauroracollege.ca

If you do enter both, it will return an error message prompting to "Enter either username or email address".

0	below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.
Username	
Search	
Search by email address —	
Email address	
pin.test@myauroracol ×	
Search	
I	
Home ► Log in ► Forgotten pas	sword
•	To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.
Search by username	
Enter either username or emai	il address
inin tost@myauroracolloc	address
pintest@myauroraconeg	
Search	
Annah hu amali adduraa	
Search by email address —	
Email address	ll address
Enter either usemaine or email	address
Ipin.test@myauroracolleg	
Search	

To reset your password, submit your username or your email address



3. Moodle will respond with the following message. Click Continue, then go check your email.

l	Home Forgotten password	l
If you supplied a correct username or email address then an email should have been sent to you.		1
	It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, please contact the site administrator.	
Continue		
	Thoodle You are not logged in. (Login)	

please

//elearning.myauroracollege.ca/login/forgot_password.php?token=9yXvGZq0YiF5uo4dGaMgGCA0mf7iHU61

Aurora College eLearning: Password reset request

A password reset was requested for your account 'jpin.test@myauroracollege.ca

To confirm this request, and set a new password for your acco

(This link is valid for 120 minutes from the time this reset was first

If this password reset was not requested by you, no action is needed.

If you need help, please contact the site administrator

Aurora College Moodle Admin

at Aurora College eLearning.

go to the following web address:

Aurora College Moodle Admin moodle.admin@auroracollege.nt.ca

Today, 1:20 PM

JP IN Test ⇒

Hi JP IN.

 In your email, you will receive a message from Aurora College Moodle Admin <moodle.admin@auroracollege.nt.ca> that looks like this.

If you don't receive the email, check in your Junk Mail folder. If you can, make sure to tell your email that messages from moodle.admin@auroracollege.nt.ca are not junk messages.

Click the link provided to confirm and have a new password sent.

5. The link will take you back to Moodle and prompt you to reset your password.

Enter a New password, then confirm in the New Password (again) field. Be sure that your password meets the identified requirements.

Click Save changes when complete.

6. Your new password is now ready to go.

Home Flog III Froigotte	n password	
	Please enter and repeat your new password below, then click "Set password". Your new password will be saved, and you will be logged in.	
Set password ————————————————————————————————————		
Username jpin.test@myauroracollege.ca The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s)		
		New password*
New password (again)*]	
Save changes Cancel	There are required fields in this form marked #	

Your password has been set.

(Continue)

7. It is a good idea to test your password right away. Simply log out of Moodle, then log back in with your new password. If it doesn't work, just follow through the process again. If this still doesn't work, please notify your instructor.