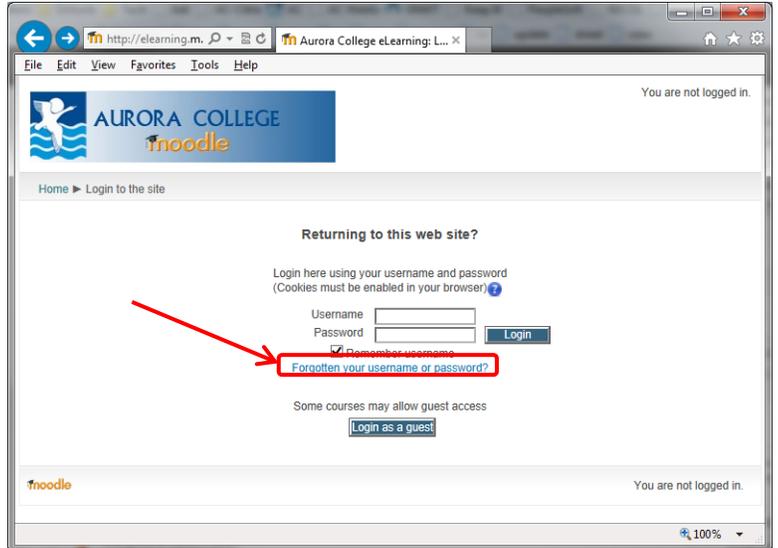


If a user is unable to login to Moodle, the most common issue is a forgotten password or username.

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.



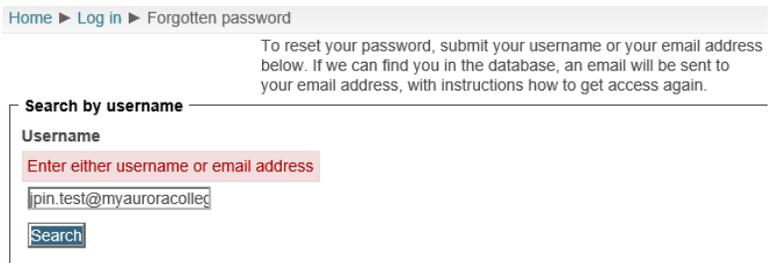
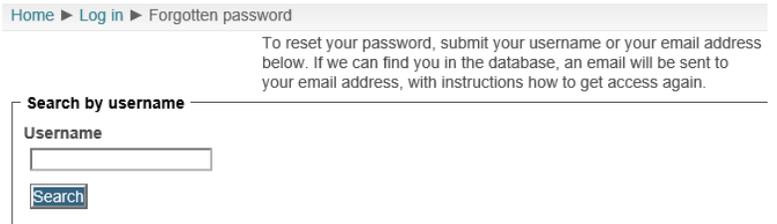
2. From here, enter your Username OR your Email address associated with your Moodle account.

DO NOT ENTER BOTH.

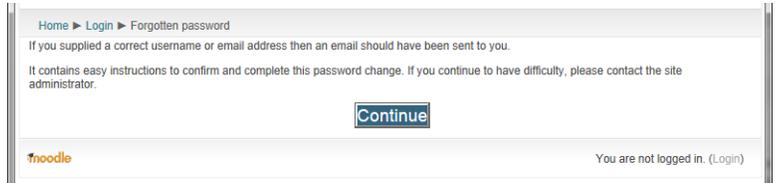
For students, your Moodle Username and your Email address are both the same:

firstname.lastname@myauroracollege.ca

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



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

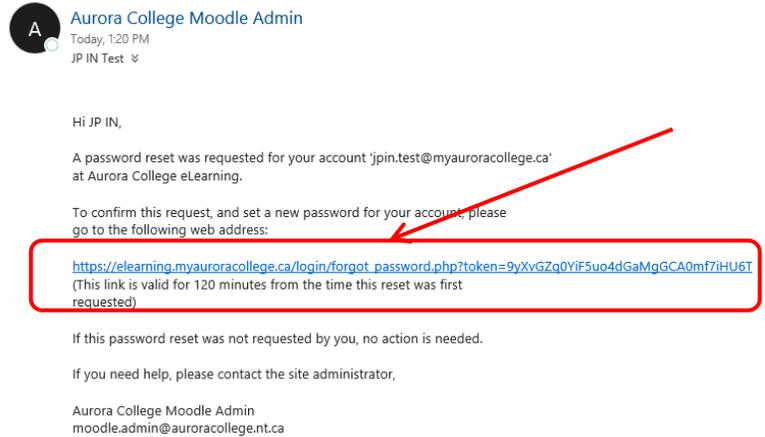


4. In your email, you will receive a message from Aurora College Moodle Admin <moodle.admin@auroracollege.nt.ca> that looks like this.

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.

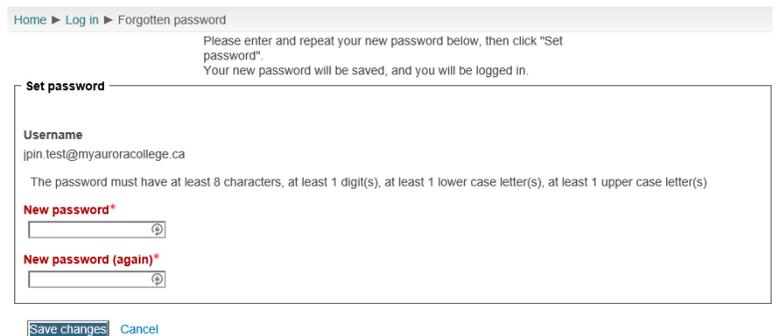
Aurora College eLearning: Password reset request



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.

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.