

What to do if you've forgotten your
password/username?




Step 1

Go to the web address of your Myprogress site. This should be in your welcome email from MyKnowledgeMap.

Step 2

Click on the [Forgotten your password?](#) link located just above the 'Sign in' button.



The screenshot shows the Myprogress login interface. At the top, there is an orange header with the Myprogress logo and the text "myprogress". Below the header, a white login form is centered on a light gray background. The form contains the following elements: a "Welcome to Myprogress™." message, a "Username:" label with an input field, a "Password:" label with an input field, a "Remember me" checkbox, a blue "Sign in" button, and a blue link labeled "forgotten your password?". The link is highlighted with a red rectangular box. At the bottom of the form, there is a small note: "If you require assistance, please email your system administrator at admin@myknowledgemap.com."

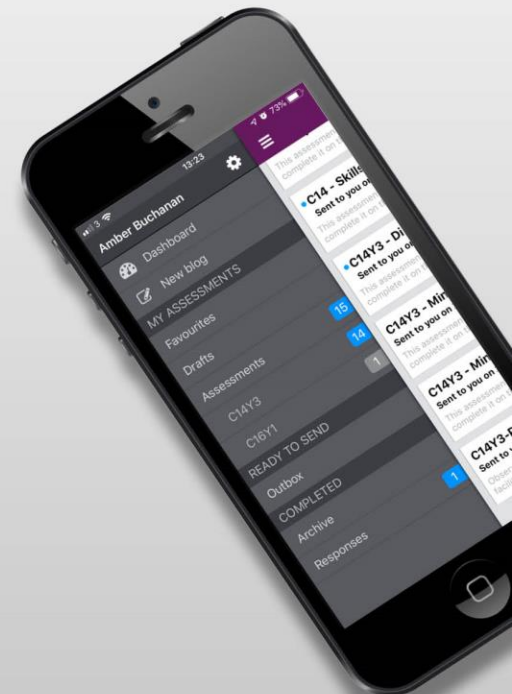
Step 3

Enter the email address which is linked to Myprogress into the 'email address' box.

Reset Your Password

To reset your password please provide your email address that matches the account you are accessing.

Email address:



Step 4

Check your email inbox for your username and new password.

****If you have completed this process and have still not received an email within 20 minutes then you should contact your administrator for assistance.****



If you have any further questions regarding this area of MyProgress please feel free to send an email to the below address or submit a ticket via the helpdesk.

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