

## **Forgot User ID or Password**

The CourseMill application has an automated process to assist users who have forgotten their User ID or password.

1. Navigate to the CourseMill application by typing or copying this address into your browser's address bar or by clicking on this link: https://nyswcb.coursemill.com

	Sign In
	NEW YORK STATE OF OPPORTUNITY. Compensation Board
	Language English
	User ID
2. Click Forgot your User ID or Password?	Password
at the bottom of the screen.	Go Create New User
	Forgot your User ID or Password?

3. Enter either your Username or the email address associated with your CourseMill account and click **Process.** 



Once CourseMill validates your email address, it will reset your password and send an automated email with your username and a temporary password to the email address you provided.



A confirmation message will be displayed at the bottom of the screen.

Forgot your User ID or Password?	×
Enter either your Username or Email address into the supplied field and press the Process button. After validating your information, an email will be sent to the email address on file with your login information.	
Process Return	
Your password has been reset and an email will be sent t the email address on file with your username and temporary password.	O.

The email you will receive will contain your Username and temporary Password.

Hi Jeanette,
A Forgotten Password/Login request has been made for your account.
Your login information for CourseMill is as follows:
Username: jsullivan Password: AT3BVU8M
To login, click on the link below:
https://nyswcb.coursemill.com/nyswcb/index.jsp
This message has been auto-generated, please do not reply.

4. Click on the link provided to return to the Sign In page.



Sign In
NEW YORK STATE OF OPPORTUNITY. Compensation Board
Language English V
User ID jsullivan ×
Password ••••••
Go Create New User
Forgot your User ID or Password?

5. Enter the User ID and temporary Password provided and click Go.

6. A Password Change Required box will be displayed. Enter your New Password and re-enter it in the Confirm Password field.

**Passwords** must be a minimum of eight characters using a combination of upper and lowercase letters, numbers, and at least one of the following special characters: !@# % ^ & \*

	Password Change Required	×
	New Password	7
	Confirm Password	
7. Click <b>Change</b> to update your password.	Passwords must be a minimum of 8 characters. Passwords must contain a mixture of upper and lowercase letters, numbers, and special characters.	
	Change Close Help	

If your password meets CourseMill's criteria, you will be logged into CourseMill.