

Forgot User ID or Password

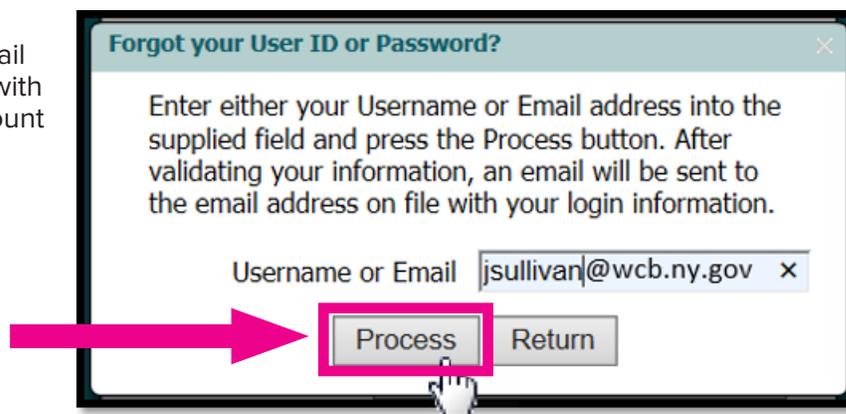
The CourseMill application has an automated process to assist users who have forgotten their User ID or password.

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>

2. Click **Forgot your User ID or Password?** at the bottom of the screen.



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.

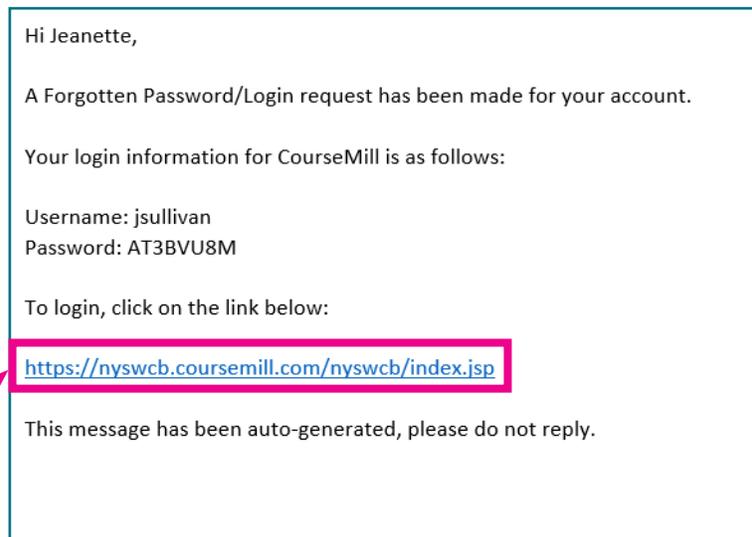
Forgot your User ID or Password? ✕

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.

Username or Email ✕

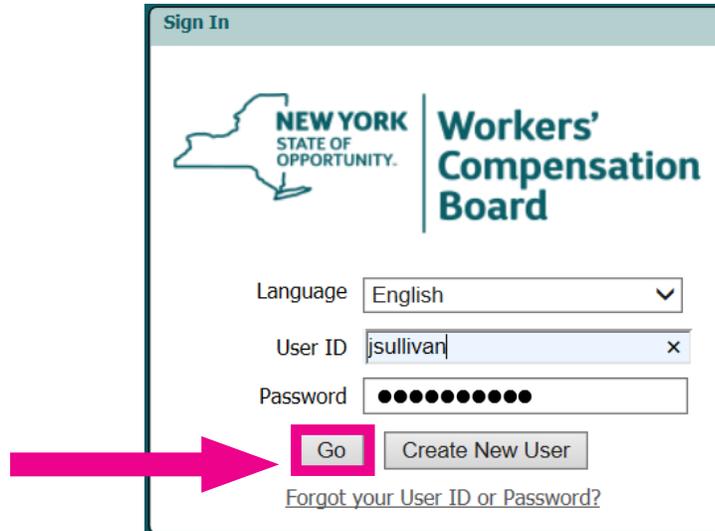
Your password has been reset and an email will be sent to the email address on file with your username and temporary password.

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



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

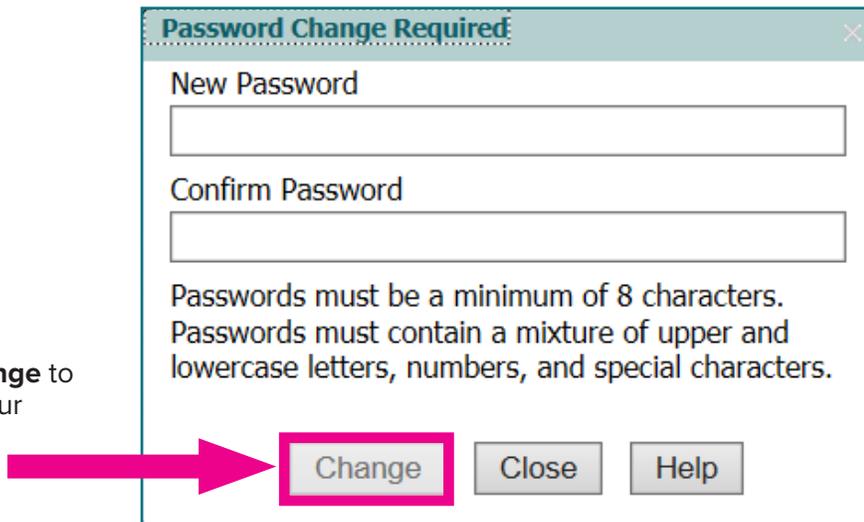
5. Enter the **User ID** and temporary **Password** provided and click **Go**.



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: ! @ # \$ % ^ & *

7. Click **Change** to update your password.



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