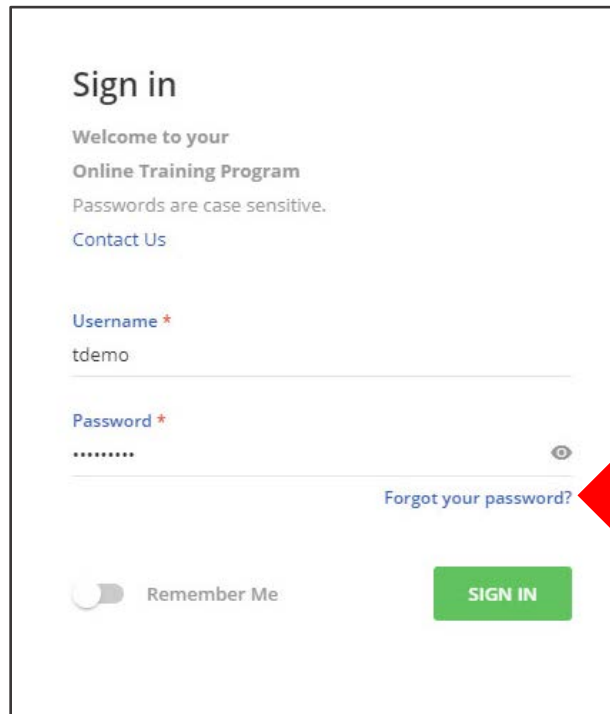


## Reset your Password

If you enter the wrong password when you attempt to log in, you'll receive an error. By using the process described here, you can reset your password.

The screenshot shows the sign-in page for the Retail Learning Institute. At the top left is the logo for the Retail Learning Institute by Coca-Cola. At the top right, it says 'LANGUAGE: ENGLISH'. The main content area is titled 'Sign in' and includes a welcome message: 'Welcome to your Online Training Program. Passwords are case sensitive.' There is a 'Contact Us' link. The 'Username' field contains 'tdemo' and the 'Password' field is filled with dots. A 'Forgot your password?' link is located below the password field. At the bottom left of the form is a 'Remember Me' toggle switch, and at the bottom right is a green 'SIGN IN' button. A red error banner at the bottom of the page displays a warning icon and the text 'Wrong credentials provided'. The footer on the right side says 'powered by Retail Learning Institute'.

1. Select **Forget your password?** from the login page.



**Sign in**

Welcome to your  
**Online Training Program**  
Passwords are case sensitive.  
[Contact Us](#)

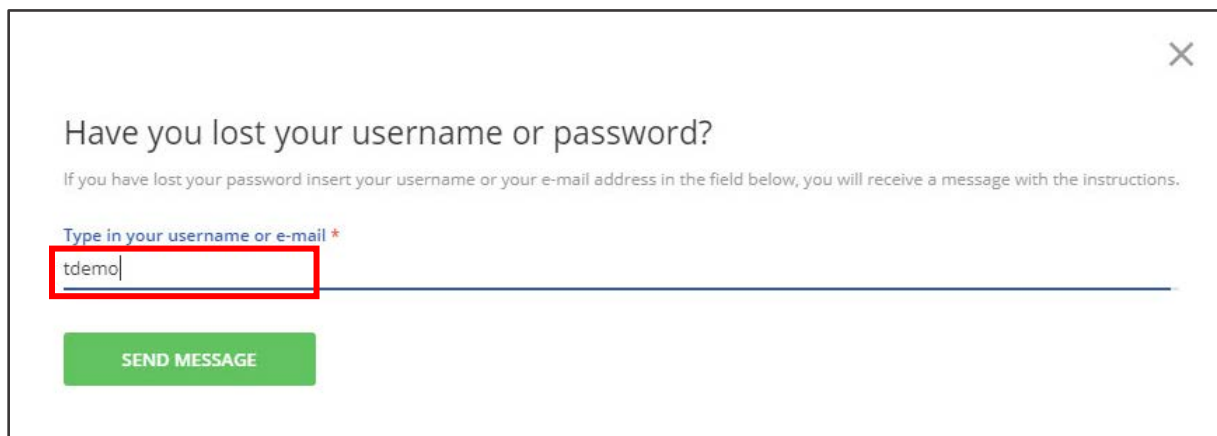
**Username \***  
tdemo

**Password \***  
.....

[Forgot your password?](#)

Remember Me

2. A new window appears. Enter the username or email address associated with your user account.



×

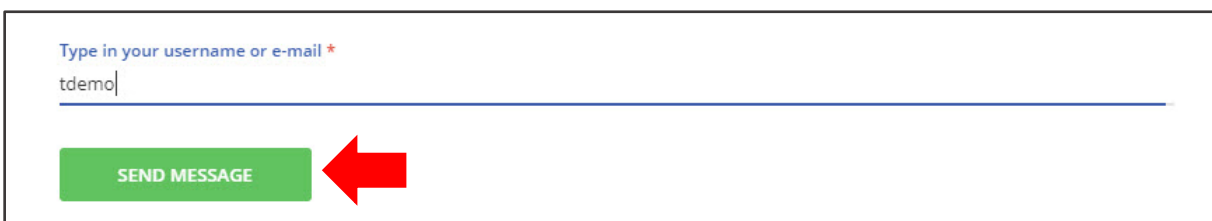
**Have you lost your username or password?**

If you have lost your password insert your username or your e-mail address in the field below, you will receive a message with the instructions.

Type in your username or e-mail \*

tdemo

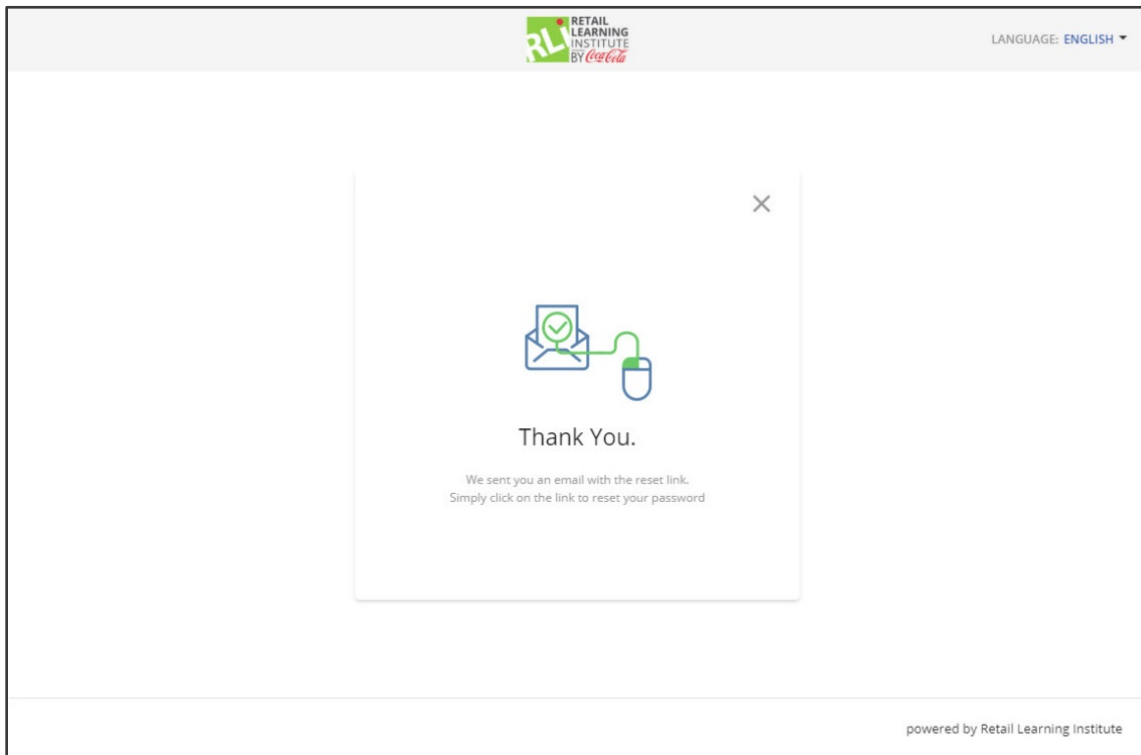
3. Select **Send Message**.



Type in your username or e-mail \*

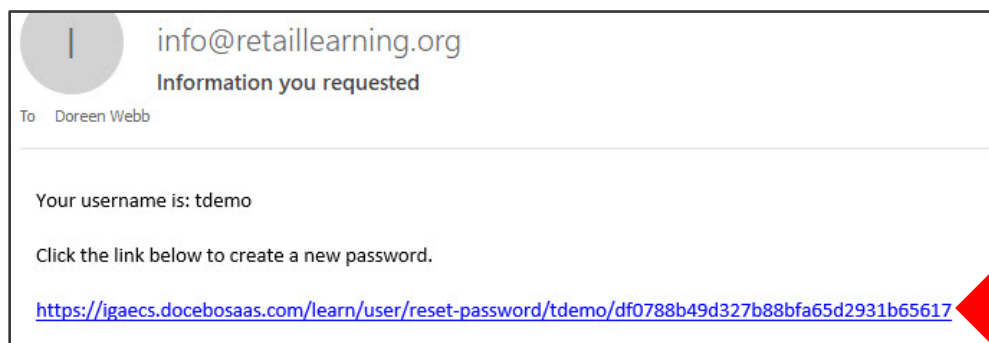
tdemo

4. You'll receive a confirmation page if the username you entered is associated with a user account. A password reset link has been sent to the email address designated for the account.

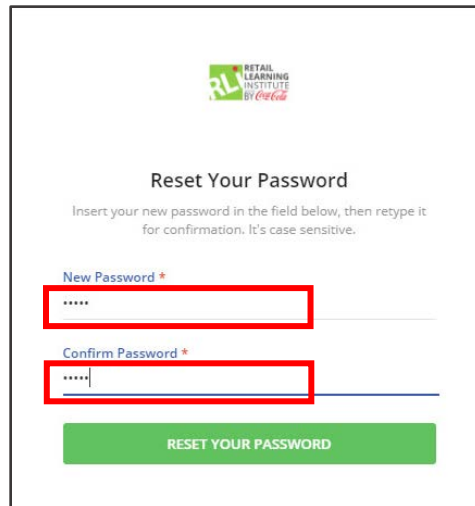


*If you receive an error, you've entered a username that was not found in the system. To try another username or email address, close the window to return to the login page.*

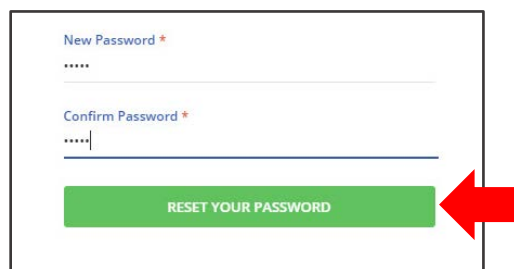
5. Open the email and select the hyperlink to reset your password.



6. A new browser window appears. Enter a new password, then retype it for confirmation.



7. Select **Reset your Password**.



8. A confirmation page appears indicating the password was changed successfully. Select **Sign In** to return to the login page.

