LMS FOR FELLOWS:
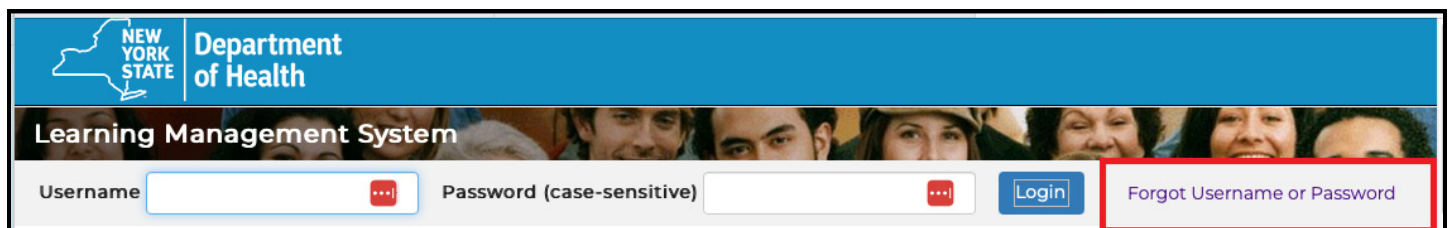## RETRIEVING ACCOUNT INFO

NYLearnsPH LMS https://www.nylearnsph.com

Welcome to the LMS!

We hope you enjoy the New York Learns Public Health (NYLearnsPH.com) Learning Management System (LMS). This guide will provide instructions for recovering your account information, username, and password.
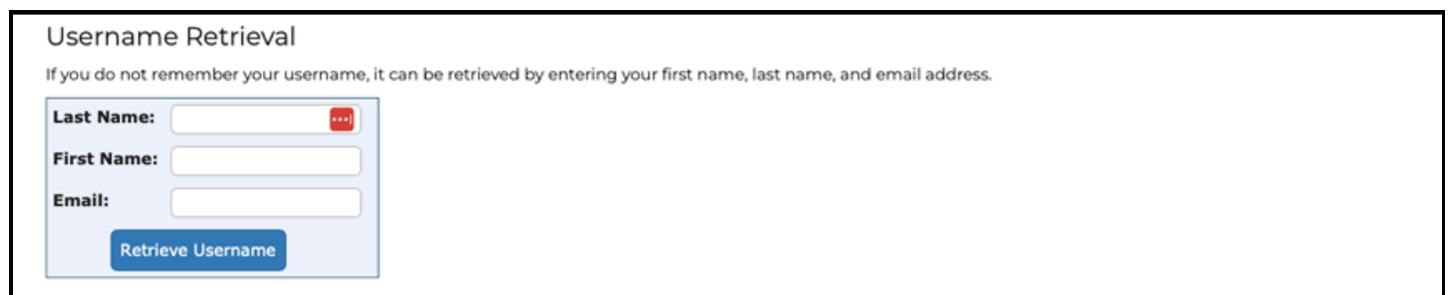
Retrieving your Username:

Step 1: Start by navigating to the NYLearnsPH Log in Page (shown below) and **log in.** If you have forgotten your username, click on **Forgot Username or Password** next to the Login button.

Step 2: For username retrieval you will be prompted to enter your last name, first name, and the email address associated with your NYSPHC account. Once you have entered this information, click on the **Retrieve Username** button.
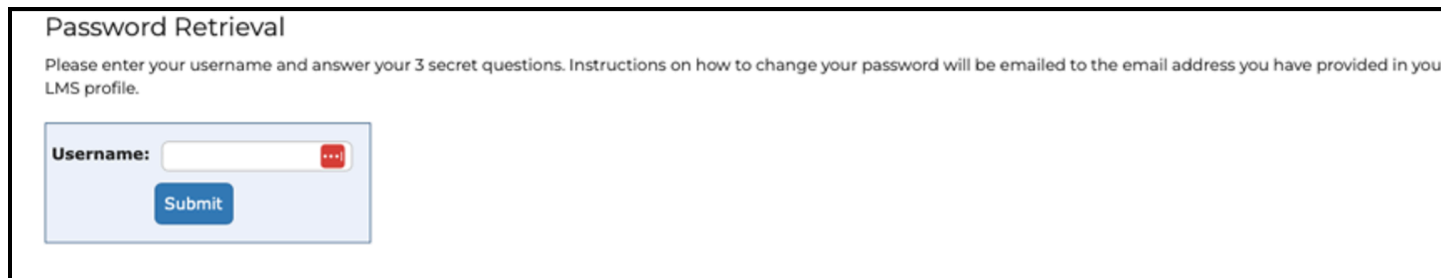

Step 3: Next, you will see a message letting you know that your account information has been sent to your email. **Check your email** for an email with the subject line, "New York State Department of Health Learning Management System (LMS) Username Request".

Step 4: In this email you will find your username and email address provided, along with a link to the password reset tool.
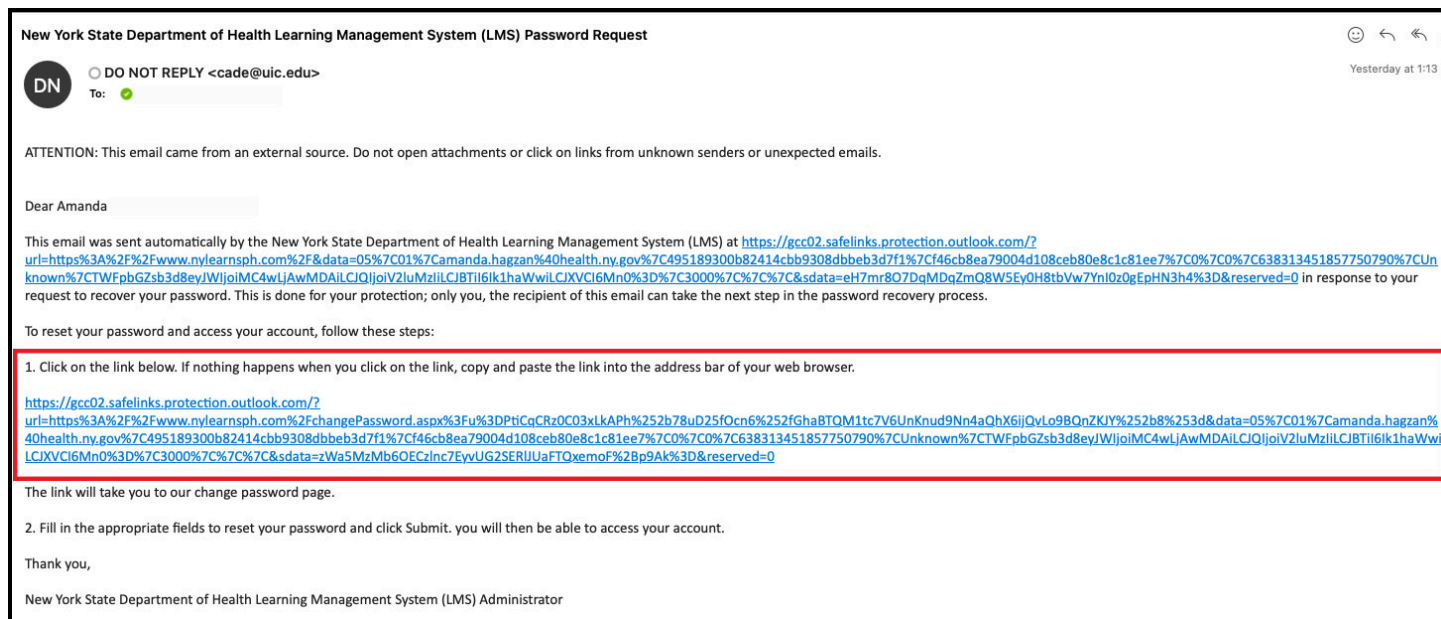
Password Reset Tool:

Step 1: To reset and change your password, you will first be prompted to ***enter your username***. Once you have entered your username, click the ***Submit*** button.
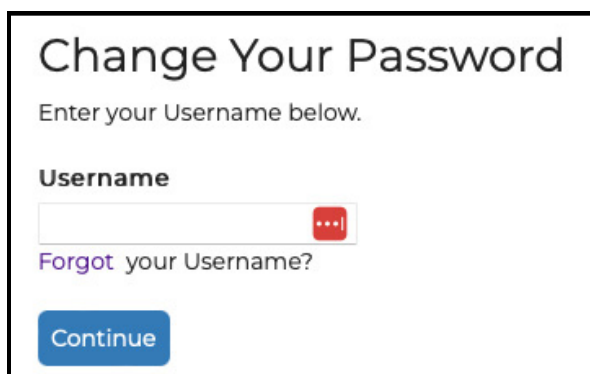

Step 2: You will be prompted to ***answer your secret questions*** that you selected and provided answers to when creating your account. Once you answer your secret questions, click ***Submit***.

Step 3: Next, you will see a message letting you know that an email has been sent to you with instructions for changing your password. ***Check your email*** for an email with the subject, "New York State Department of Health Learning Management System (LMS) Password Request" and ***follow the link to rest your password***.

Step 4: A special LMS tab will open, ***enter your username*** and ***click on Continue.***

Step 5: ***Change your password*** then click on the ***Submit Changes*** button.

Congrats! You have successfully recovered your LMS account information.

If you have any more questions, please see the FAQ section in the LMS.

Contact Us

If you cannot remember the email associated with your account, didn't receive an email, or you get an error message, please contact the LMS support contacts listed below. For all other questions about content in the LMS, contact your regional Fellowship Placement Coordinator or Fellowship Placement Specialist or view the help content on the Training & Resources website.

	Contact Information
LMS Support	518-473-4223 (Press 3 for Abbey) edlearn@health.ny.gov Online LMS Help Resources for Fellows