

LMS FOR FELLOWS: RETRIEVING ACCOUNT INFO

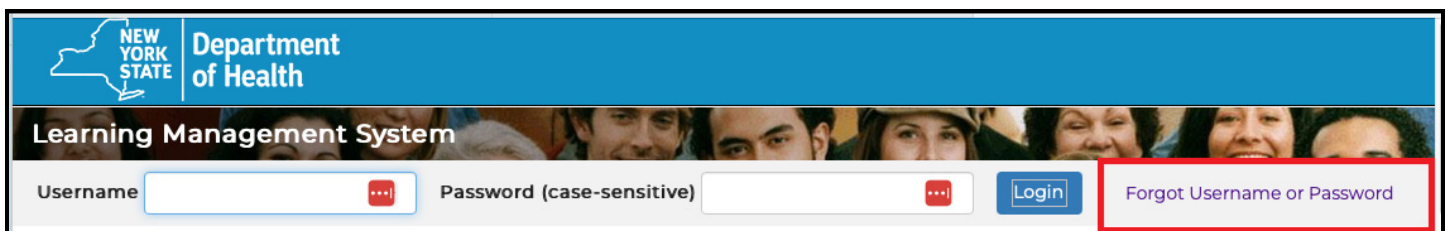
NYLearnsPH LMS <https://www.nylearnsph.com>

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.

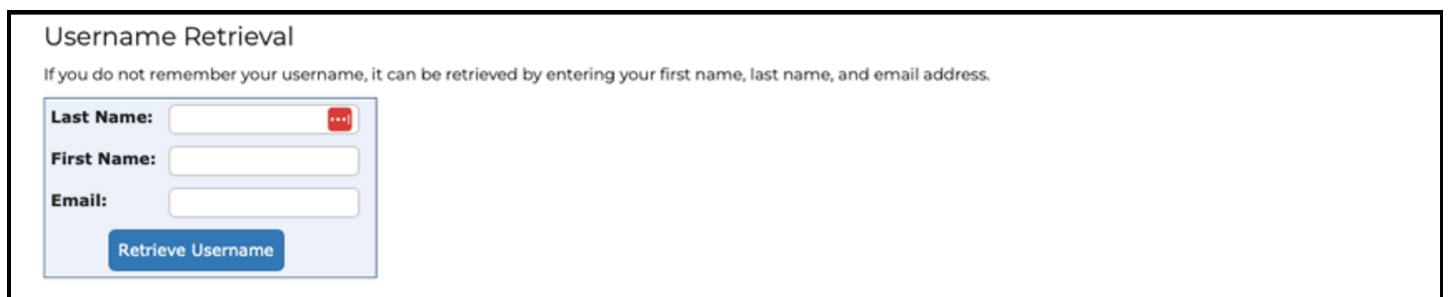
Retrieving your Username:

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.



The screenshot shows the top navigation bar of the NYLearnsPH website, featuring the New York State Department of Health logo and the text "Department of Health". Below this is a banner for the "Learning Management System" with a background image of diverse people. The login section contains two input fields: "Username" and "Password (case-sensitive)", both with red eye icons for visibility control. To the right of the password field is a blue "Login" button. Further right, a red-bordered box highlights the text "Forgot Username or Password".

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.



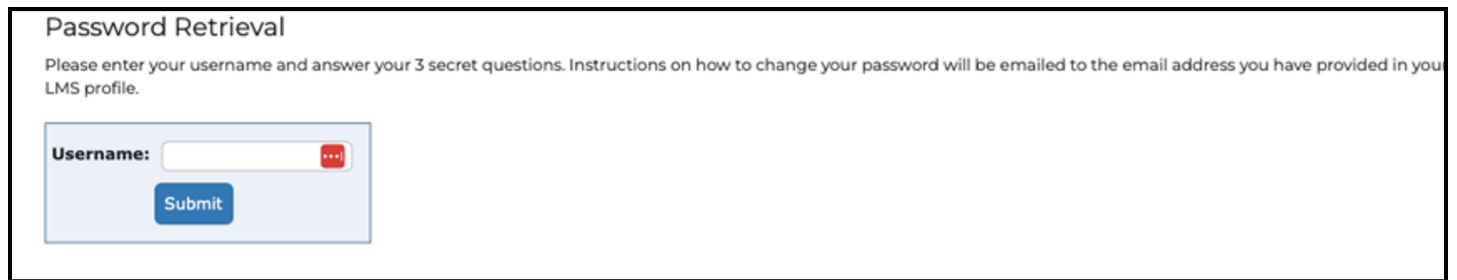
The screenshot shows the "Username Retrieval" form. At the top, it says "Username Retrieval" and "If you do not remember your username, it can be retrieved by entering your first name, last name, and email address." Below this are three input fields: "Last Name:", "First Name:", and "Email:", each with a red eye icon. A blue "Retrieve Username" button is located at the bottom of the form.

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:

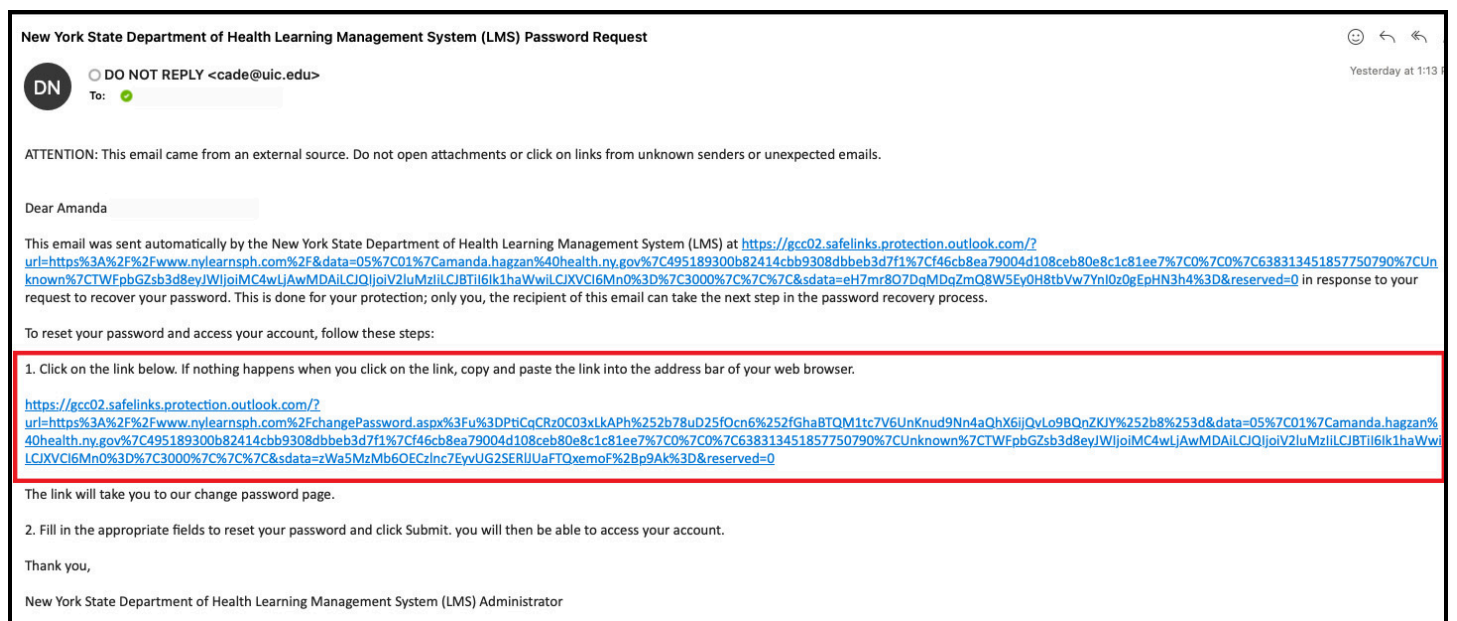
Step 1: To reset and change your password, you will first be prompted to **enter your username**. Once you have entered your username, click the **Submit** button.



The screenshot shows a web form titled "Password Retrieval". Below the title, there is a paragraph of instructions: "Please enter your username and answer your 3 secret questions. Instructions on how to change your password will be emailed to the email address you have provided in your LMS profile." The form itself has a light blue background and contains a "Username:" label followed by a text input field with a red "x" icon on the right. Below the input field is a blue "Submit" button.

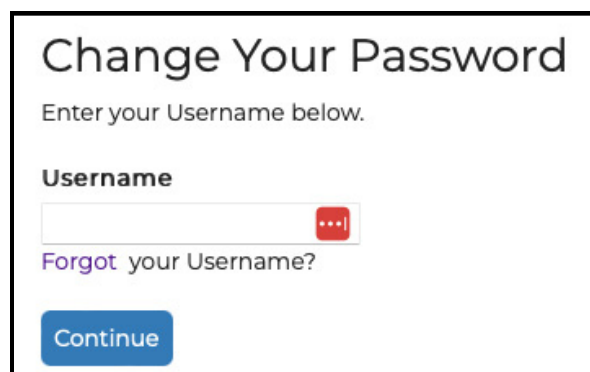
Step 2: You will be prompted to answer your secret questions that you selected and provided answers to when creating your account. Once you answer your secret questions, click **Submit**.

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 reset your password**.



The screenshot shows an email interface. The subject line is "New York State Department of Health Learning Management System (LMS) Password Request". The sender is "DN" with a "DO NOT REPLY" warning. The email body contains an attention notice, a greeting "Dear Amanda", and a paragraph explaining the password reset process. A red box highlights the first step: "1. Click on the link below. If nothing happens when you click on the link, copy and paste the link into the address bar of your web browser." Below this, a long URL is provided. The email concludes with "Thank you," and the sender's name, "New York State Department of Health Learning Management System (LMS) Administrator".

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



The screenshot shows a web form titled "Change Your Password". Below the title, it says "Enter your Username below." There is a "Username" label followed by a text input field with a red "x" icon on the right. Below the input field is a link that says "Forgot your Username?". At the bottom of the form is a blue "Continue" button.

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 Program Specialist or view the help content on the Training & Resources website.

Contact Information

518-473-4223 (Press 3 for Abbey)

edlearn@health.ny.gov

[Online LMS Help Resources for Fellows](#)

LMS Support

