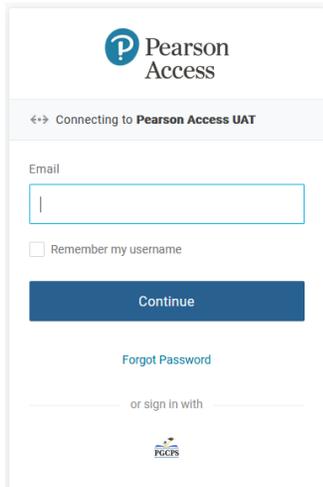
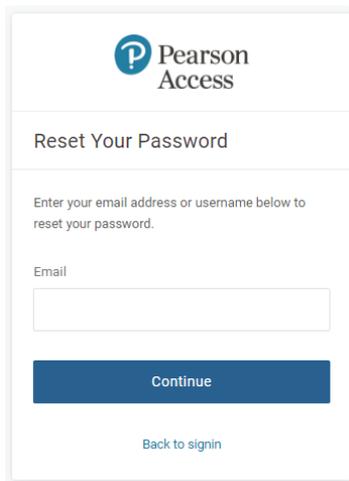


## Forgot Password Flow

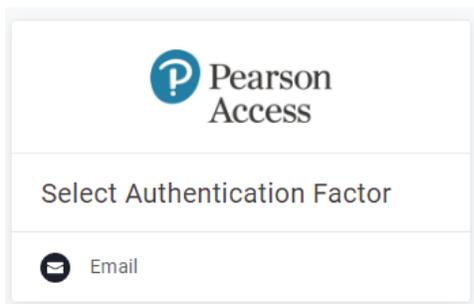
For users who do not recall their password, they can click the “Forgot Password” link located on the login screen, just below the ‘Continue’ button. The user will then be prompted to enter their email address. After entering their email address and clicking the ‘Continue’ button, the user must click the ‘Email’ option to ‘Select Authentication Factor’.



The screenshot shows the Pearson Access login interface. At the top is the Pearson Access logo. Below it is a status bar that says "Connecting to Pearson Access UAT". The main form area has an "Email" label above a text input field. Below the input field is a checkbox labeled "Remember my username". A blue "Continue" button is positioned below the checkbox. Underneath the button is a blue link labeled "Forgot Password". At the bottom of the form, there is a separator line followed by the text "or sign in with" and a small icon for Pearson Access.

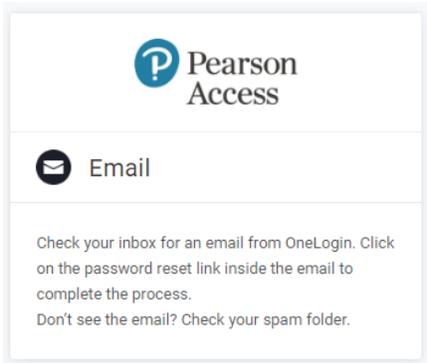


The screenshot shows the "Reset Your Password" screen. It features the Pearson Access logo at the top. The main heading is "Reset Your Password". Below this is a prompt: "Enter your email address or username below to reset your password." This is followed by an "Email" label and a text input field. A blue "Continue" button is located below the input field. At the bottom of the screen, there is a link labeled "Back to signin".



The screenshot shows the "Select Authentication Factor" screen. It features the Pearson Access logo at the top. The main heading is "Select Authentication Factor". Below this heading, there is a single option: "Email", which is accompanied by an envelope icon.

The user will receive confirmation that an email has been sent after selecting the Email option from the authentication factor list (if the email has not been received please check the SPAM or JUNK folder). The email contains a hyperlink that must be clicked or copied to invoke the flow to reset their password.



Forgot your password > Inbox x

noreply@onelogin.com  
to me ▾

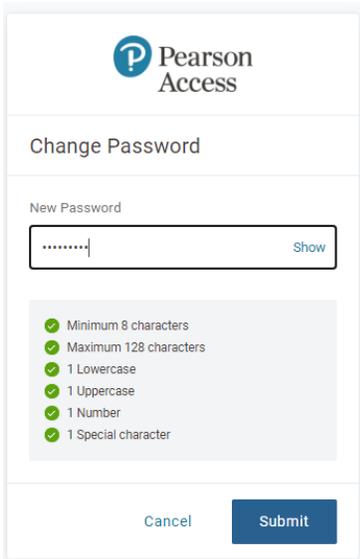
If you have requested a new password for your OneLogin account, please click on the link below to select a new password.

Click link to reset your password

[Click here to reset your password](#)

If you did not request a new password, please ignore this email.

After clicking the link, the user will be presented a screen for them to change their password. The screen allows the user to click 'Show' to see the password they're setting and a visual indicator that it meets password security strength requirements. The user will receive visual confirmation if the password change is successful and will be prompted to login afterwards.



After hitting submit, the user asked to enter their username and password. After hitting continue the user is not directed to Pearson Access. They are directed to the OneLogin portal (<https://auth-md.onelogin.com/portal/>). The user must now use the <https://educator.mdassessments.com> URL in

order to access their account. In order to be granted access the user must use the https:// in front of the url.