

# Forgot your password?

## How to get a new password for the Pennsylvania Notary Education Test!

- Step 1: On the **USER LOG-IN** screen only click the link that reads: Request new password (/user/password)
- Step 2: On the **REQUEST NEW PASSWORD** screen type in your username or email address and then click the button that reads: E-mail new password
- Step 3: The next screen at the top of the page will read: Further instructions have been sent to your e-mail address.
- Step 4: Go into your email inbox and read the instructions thoroughly. You may log in by clicking the blue link that is provided or by copying and pasting the blue link in your browser.
- Step 5: Once the link is clicked or copy/pasted you will be sent to the **RESET PASSWORD** screen. Click the button that reads: Log In
- Note: This is a one-time reset password log-in that will expire in 24 hours. Please do not delay!*
- Step 6: The next screen will show your **USERNAME** or **EMAIL** at the top of the page. In the password field type in your new password and in the confirm password field type in your new password again. Click the button that reads: Save
- Step 7: The next screen will show your **USERNAME** or **EMAIL** at the top of the page again and will read: The changes have been saved. Click the button that reads: Save
- Step 8: The next screen will show your **USERNAME** or **EMAIL** at the top of the page once more and also 4 tabs will be displayed. The tabs will read: View, Edit, My results and Order history.

*Note: You may proceed with editing your certificate of completion or reviewing your test results by clicking the edit or my results tab.*