



# Login Troubleshooting

- User Name **is case sensitive**
  - minimum 3 characters, maximum 25 characters
  - alpha & numeric only—no symbols
- Password **is case sensitive**
  - minimum 8 characters, maximum 16 characters
  - 1 upper case, 1 lower case, one digit required

Please call (603) 862-2977 for assistance with logging into the student account. If you need assistance after hours, the information below may be helpful.

The Validation error below is presented when the user has not entered the correct user name and/or the correct password correctly:



## Log-In to Student Portal

### Validation error

You must correct the following errors to continue:

- Invalid user name/password, please try again.
- If you have previously used this system or attended our classes, please use the "Forgot User Name" or "Forgot Password" links below. The system will email your information, or you may contact at (603) 862-7227 or UNH-Learn.For.Life@unh.edu.

### I have an account already

Log in using your existing account information.

User Name (case sensitive):

[Forgot User Name](#)

Password (case sensitive):

[Forgot Password](#)

### I am a new user

Thank you for creating an account. A user name and password will be emailed to you after you enter and submit your primary e-mail below.

If you are completing a registration, you will create your own user name and password as you complete a full student profile during the checkout process.

If you are a youth participant, please have your parent or guardian create an

Once receiving the above validation error, the screenshots the user sees after clicking on either the **Forgot User Name** link or the **Forgot Password** links vary. The following screenshots are from these two scenarios:

1. **Incorrect User Name/Correct Password**

- A. Forgot Password link
- B. Forgot User Name link

2. **Incorrect Password/Correct User Name**

- A. Forgot Password link
- B. Forgot User Name link

1. **INCORRECT USER NAME / CORRECT PASSWORD**

A. **Forgot Password link:**

If the user has entered an incorrect user name and a correct password and then clicks the **Forgot Password** link, the following screenshot appears:

University of New Hampshire

0 Items Login

UNH Learn for Life

Programs Certificates Seminars & Conferences Youth Programs/Camps Search Programs Info & How To Contact Us

## Forgot Password

Please enter your user name below. Your password will be sent to the preferred email address associated with your profile.

User Name:\*

Cancel CONTINUE

Required fields are indicated by \*.

The user then clicks the Continue button (screenshot above) **without changing the incorrect username**; the screenshot below appears. (If the user changes the User Name to the correct one, a new password is sent to the primary email address associated with the profile.)

## Error

We're sorry. . .

The server encountered an error and was unable to complete your request.

If you need assistance during business hours, please call (603) 862-7227 to speak with a representative.

### B. Forgot User Name link:

If the user has entered an incorrect user name and a correct password, and then clicks on the **Forgot User Name** link, the screenshot below appears:

## Forgot User Name

Enter the email address that you indicated as preferred in your profile. Your user name will be sent to this email address in a few minutes after clicking submit.

**Email:**\*

Cancel

CONTINUE

Required fields are indicated by \*.

The correct user name is sent to the user after the primary email address on the account is entered and the Continue button is clicked.

# Log-In to Student Portal

## Confirmations

Your user name has been sent to your email address.

If you do not receive a User Name, please contact at (603) 862-7227.

### I have an account already

Log in using your existing account information.

**User Name (case sensitive):**

[Forgot User Name](#)

**Password (case sensitive):**

[Forgot Password](#)

CONTINUE

### I am a new user

Thank you for creating an account. A user name and password will be emailed to you after you enter and submit your primary e-mail below.

If you are completing a registration, you will create your own user name and password as you complete a full student profile during the checkout process.

If you are a youth participant, please have your parent or guardian create an account using their email address, and make sure to chose the 'Participant is under 18 years of age' option below.

## 2. **INCORRECT PASSWORD / CORRECT USER NAME**

### A. **Forgot Password link**

If the user has entered the correct user name but an incorrect password, and then clicks on the **Forgot Password** link, the screenshot below appears:

## Forgot Password

Please enter your user name below. Your password will be sent to the preferred email address associated with your profile.

**User Name:**\*

DemoAcct

Cancel

CONTINUE

Required fields are indicated by \*.

After entering (or verifying) the User Name and clicking Continue, the user receives a confirmation that a new password has been sent.

## Log-In to Student Portal

### Confirmations

Your password was sent to the preferred email address associated with your profile.

If you do not receive an email with your new password, please contact us at (603) 862-7227 or UNH-Learn.For.Life@unh.edu

#### I have an account already

Log in using your existing account information.

User Name (case sensitive):

[Forgot User Name](#)

Password (case sensitive):

[Forgot Password](#)

CONTINUE

#### I am a new user

Thank you for creating an account. A user name and password will be emailed to you after you enter and submit your primary e-mail below.

If you are completing a registration, you will create your own user name and password as you complete a full student profile during the checkout process.

If you are a youth participant, please have your parent or guardian create an account using their email address, and make sure to chose the 'Participant is under 18 years of age' option below.

### C. **Forgot User Name link:**

If the user has entered the correct user name but an incorrect password, and then clicks on the **Forgot User Name** link, the screenshot below appears:

## Forgot User Name

Enter the email address that you indicated as preferred in your profile. Your user name will be sent to this email address in a few minutes after clicking submit.

Email:

Cancel

CONTINUE

Required fields are indicated by \*.

After entering the email address that is the primary address on the student profile, the user receives confirmation that the username has been sent.

# Log-In to Student Portal

## Confirmations

Your user name has been sent to your email address.

If you do not receive a User Name, please contact at (603) 862-7227.

### I have an account already

Log in using your existing account information.

**User Name (case sensitive):**

[Forgot User Name](#)

**Password (case sensitive):**

[Forgot Password](#)

**CONTINUE**

### I am a new user

Thank you for creating an account. A user name and password will be emailed to you after you enter and submit your primary e-mail below.

If you are completing a registration, you will create your own user name and password as you complete a full student profile during the checkout process.

If you are a youth participant, please have your parent or guardian create an account using their email address, and make sure to chose the 'Participant is under 18 years of age' option below.