



*Learn. Apply. Adapt.*

## Background

- Have you registered for an online course and have not received your account details yet?
- You have forgotten your password to log into the Academy?
- You are not sure of your password?

This Guide is to support you through the process to cover the above points.

## Pre-requisites

- You have completed the registration process with Pro Leaders Academy;
- You have checked your Junk email folder for the email sent from the Academy site; and
- You have waited till at least 2 days prior to your course starting.

# Process

1. The first step is to go to the Academy site or click this link to open the page.  
<https://academy.proleaders.com.au/>
2. Left click the “My Account words/tab to access the My Account page.

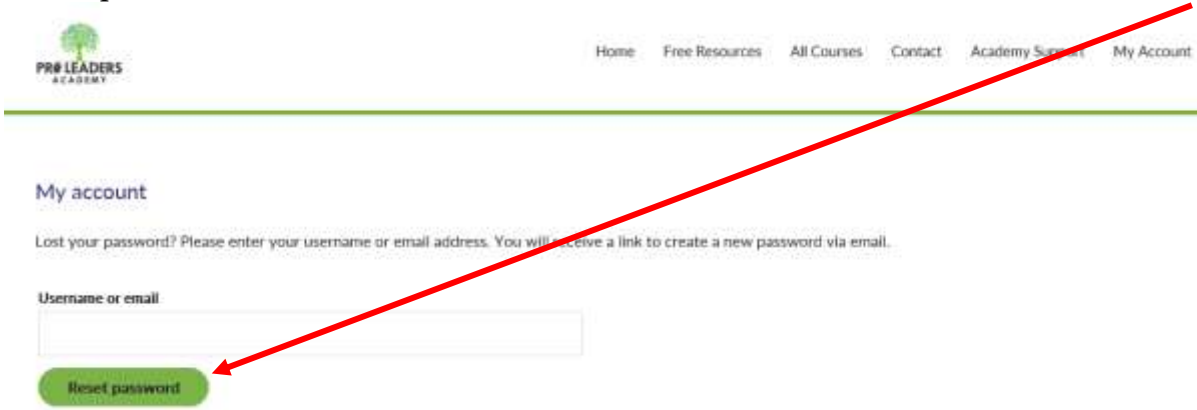
[Home](#) [Free Resources](#) [All Courses](#) [Contact](#) [Academy Support](#) [My Account](#)



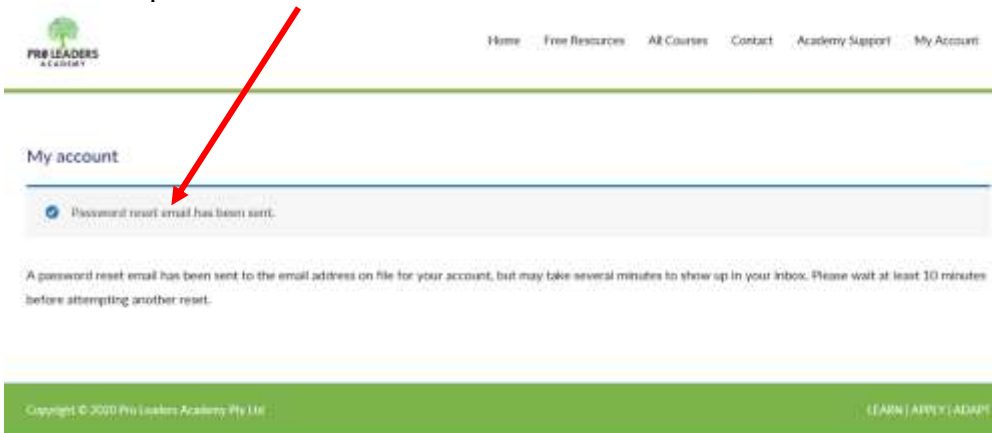
3. On the My Account page click the words “Lost your password” to start the password reset process.

A screenshot of the 'My Account' page. At the top left is the 'PRO LEADERS ACADEMY' logo. At the top right is a navigation menu with links: Home, Free Resources, All Courses, Contact, Academy Support, and My Account. The main heading is 'My Account' in a large, dark blue font, with the sub-heading 'Your purchased Courses' below it. A small line of text reads: 'Here are all the details related to the courses you have purchased and enrolled in.' Below this is a 'Login' section. It contains two input fields: 'Username or email address \*' and 'Password \*'. There is a checkbox for 'Remember me' and a green 'Log in' button. Below the button is a blue link that says 'Lost your password?'. A red arrow points from the top left towards the 'Lost your password?' link.

4. On the next page enter your email address you provided us to contact you with as this is the details we use to create your username and your account. When you have entered your email click the Reset password button.

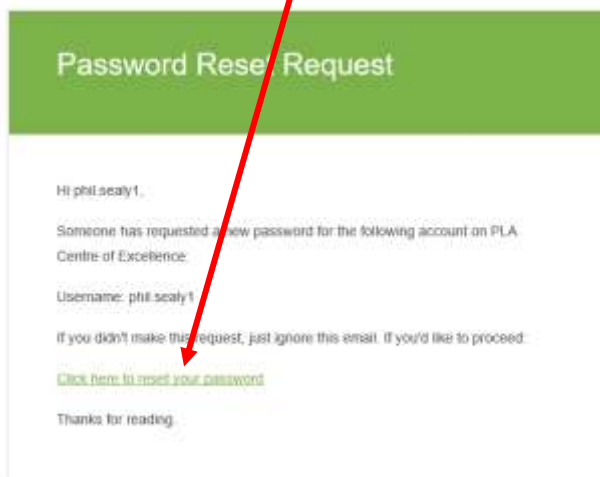


5. Once you have clicked the Reset password button you will be presented with the following screen when the process is successful.

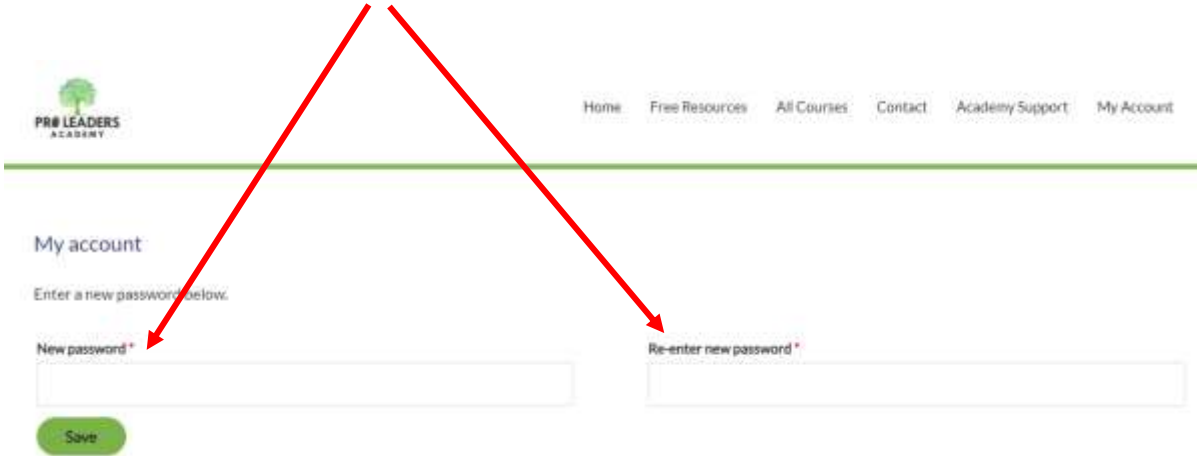


6. Now it is time to check your email for the email that has been sent to you. Please note this can take several minutes for this to arrive depending your email provider.

Open the email and click "Click here to reset your password" to open the password reset screen.



7. In the Password reset screen enter your new password, you will be required to confirm your password by entering it a second time.(Password requirements are 12 characters and is recommended to use lower, upper and symbols like !"?\$%^&)



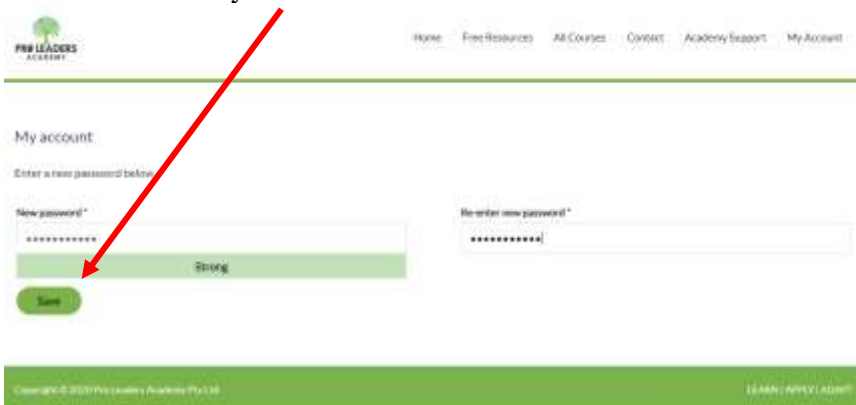
The screenshot shows the 'My account' section of the Pro Leaders Academy website. It features a navigation bar with links for Home, Free Resources, All Courses, Contact, Academy Support, and My Account. Below the navigation bar, the 'My account' section is titled 'Enter a new password below.' There are two input fields: 'New password \*' and 'Re-enter new password \*'. A green 'Save' button is located below the 'New password' field. Two red arrows point from the text above to the two input fields.

8. If you receive an error like below you will be required to change your password to meet the requirements listed below.



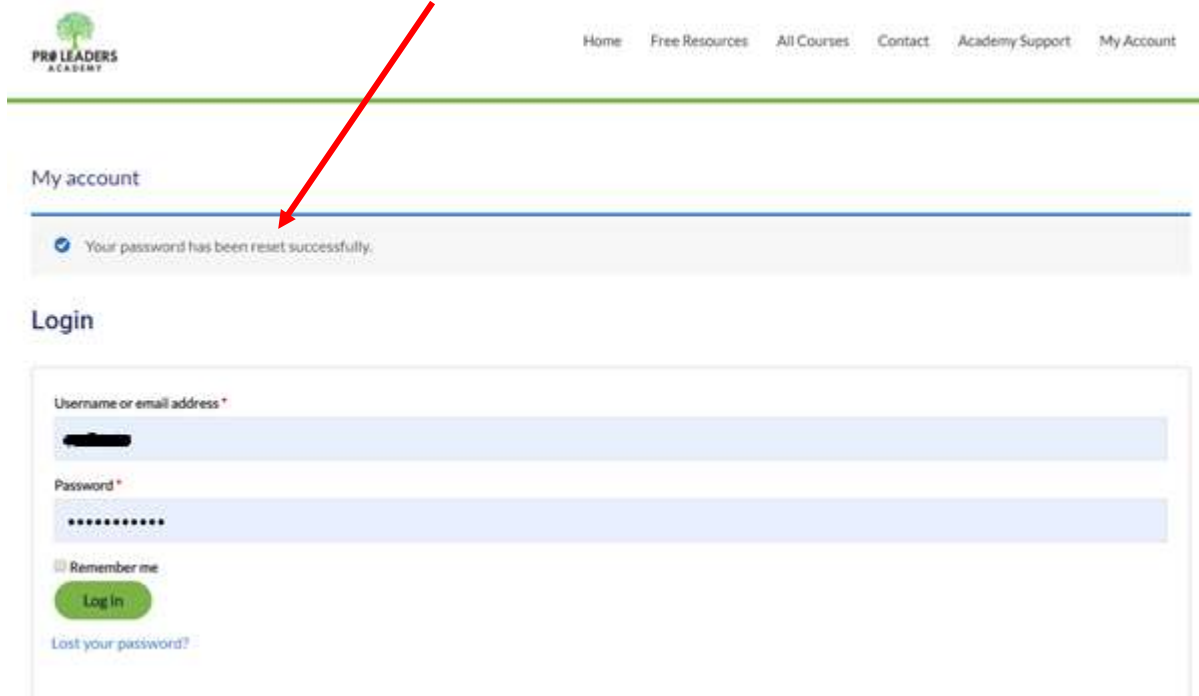
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9. When you have entered your password and confirmed it you are looking for the bar to turn green and say Strong as this is confirming that your password is strong and meets the requirements from the site. Once ready click Save.



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10. The next screen will confirm that your password has been changed and provides you the screen to allow you to login to the Academy



11. If you have any problems or errors when resetting your password please contact us at [support@proleaders.com.au](mailto:support@proleaders.com.au)