HOW TO: Login, or reset a forgotten password

For Learners

This guide steps you through how to login and reset a password for your aXcelerate account.

Activities in this guide:

- Login to your aXcelerate account
- Reset a forgotten password

Login to your aXcelerate account

Steps:

1. Open your web browser. This will need to be a supported web browser (Microsoft Edge, Google Chrome or Safari).

2. In the web address field enter **app.axcelerate.com**.
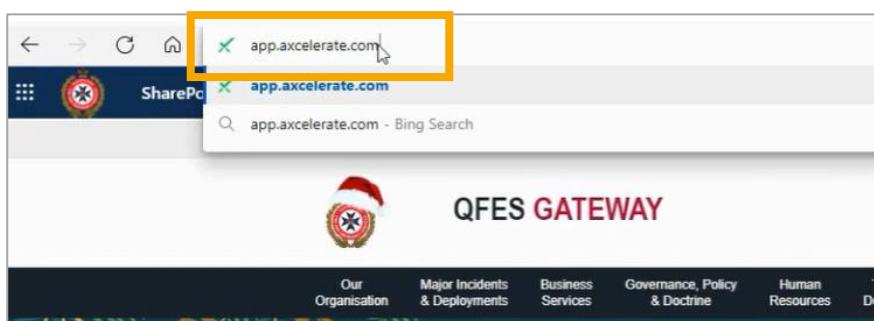
3. A new window displays.

   a. Enter your email address in **Email or Mobile**

   b. Enter **Password**.

4. Click **Sign In**.

Reset a forgotten password

Steps:

1. Open your web browser. This will need to be a supported web browser (Microsoft Edge, Google Chrome or Safari).

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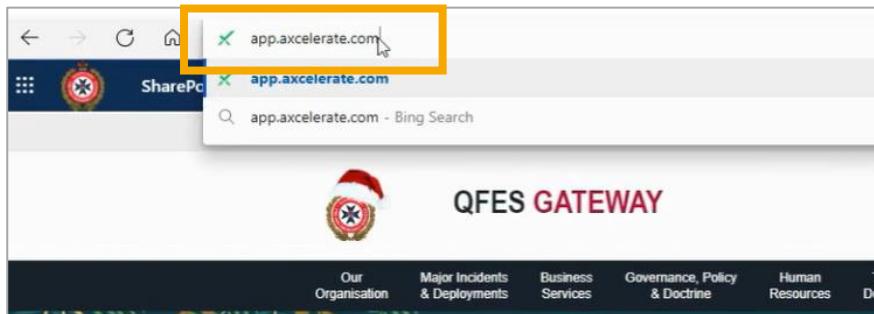
3. The login window displays. Click **Forgot your password or can't sign in?**
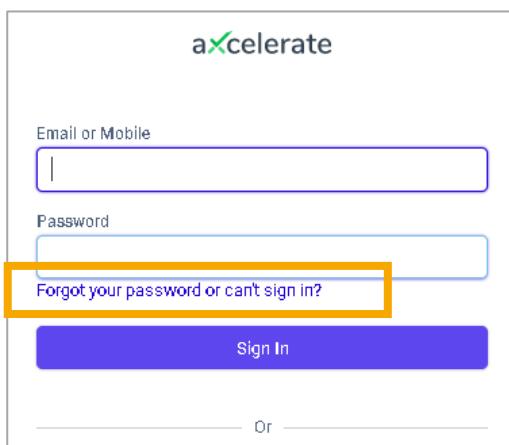
4. A new window displays.
   a. Click **Email.**
   b. Enter your email into **Email used to sign up.**
   c. Click **Recover My Account**
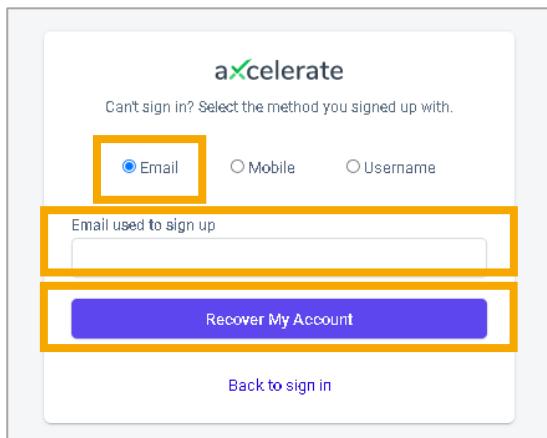
5. An email will be sent to this address. Login to the email account and follow the instructions in the password reset email from aXcelerate.

⚠️ **WARNING:** Do not use Microsoft Internet Explorer. This browser is not supported.

More on the Learners Portal

[aXcelerate online help: Learner Portal](#)		Help on navigating the portal, enrolling in courses, and completing assessments. This content does not necessarily reflect QFES procedures.