

Synchronize Account Passwords – User steps

[I know my KnowledgeLeader password but it doesn't work for KLplus](#)

[My KnowledgeLeader and KLplus passwords are different but I want them to be the same](#)

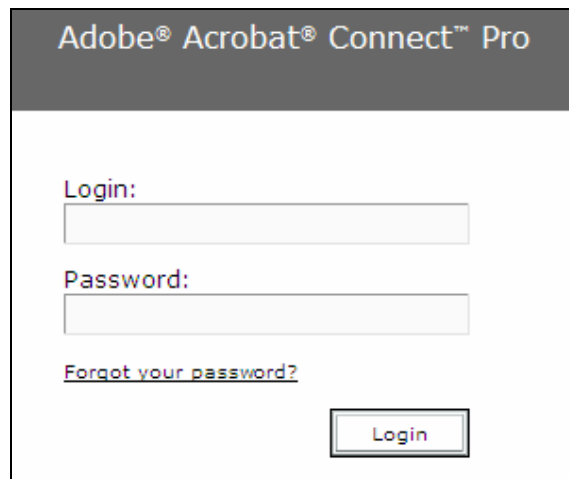
[I don't know my KnowledgeLeader password but I do know my KLplus password](#)

[I don't know my KnowledgeLeader or KLplus passwords](#)

I know my KnowledgeLeader password but it doesn't work for KLplus

KnowledgeLeader is designed to keep a KnowledgeLeader users' KnowledgeLeader and KLplus passwords synchronized. On occasion these passwords become un-synced which can cause problems launching the KLplus courses. The following steps can be used to re-sync your KnowledgeLeader and KLplus passwords:

- 1) Navigate to Adobe Connect (<https://admin.acrobat.com>)
- 2) Click 'forgot your password?' link



- 3) Enter the email address used on your KnowledgeLeader and KLplus account and click 'Submit'

Forgot your password?

To create a new user password for your account, please enter your e-mail (login) information below. You will receive an e-mail providing a link and instructions to securely set your new password.

If you do not want to reset your password, please click on the "Cancel" button to return to the login screen.

E-mail:

- 4) If the request was successful you should receive the following message. An email will be sent that contains a link to the 'Set Your New Password' page. Note: it may take several minutes to receive the email.

Request received.

Your reset password request has been submitted. You will soon receive an e-mail containing a link and instructions on setting your new password.

NOTE: After receiving your e-mail you will have 24 hours to use the included link to set your new password. If you have not set your password within 24 hours you will need to repeat this process.

- 5) Click the link provided in the email sent from Adobe Connect to launch the 'Set Your New Password' page
- 6) Enter the Your KnowledgeLeader password into the 'Set Your New Password' form and click 'Submit New Password'.

Set Your New Password

Please enter your new password in the fields below and then press the "Submit New Password" button.

Passwords must conform to the following rules:

- Passwords must be between 4 and 32 characters long.

New Password:

Confirm Password:

(Please note that passwords are case-sensitive.)

7) If successful you should receive the following message

Your password has been changed.

Your password has been changed.

Your passwords for KnowledgeLeader and KLplus should now be synchronized. Any change passwords requests in KnowledgeLeader should be reflected in your KLplus account automatically. If you continue to have Login problems please [contact a KL administrator](#).

My KnowledgeLeader and KLplus passwords are different but I want them to be the same.

There are different methods for synchronizing your passwords depending on what password you would like to use. Assuming you know the passwords for both of your accounts, please choose one of the following for the appropriate steps:

[I want to use my KnowledgeLeader password for both accounts](#)

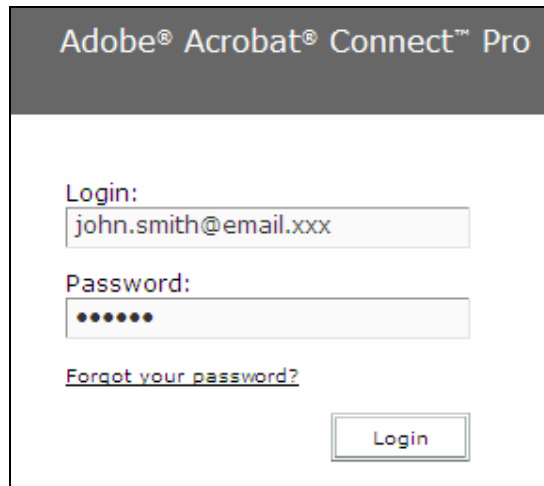
[I want to use my KLplus password for both accounts](#)

[I want to use a new password for both accounts](#)

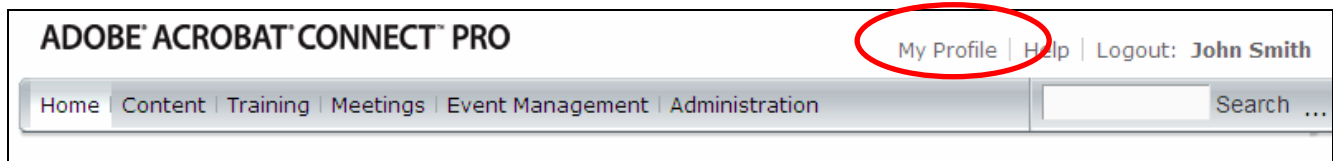
- **I want to use my KnowledgeLeader password for both accounts**

The following steps will change your KLplus account password to match your KnowledgeLeader password. If you do not know your KLplus password but you do know your KnowledgeLeader password [go here](#) for the appropriate steps.

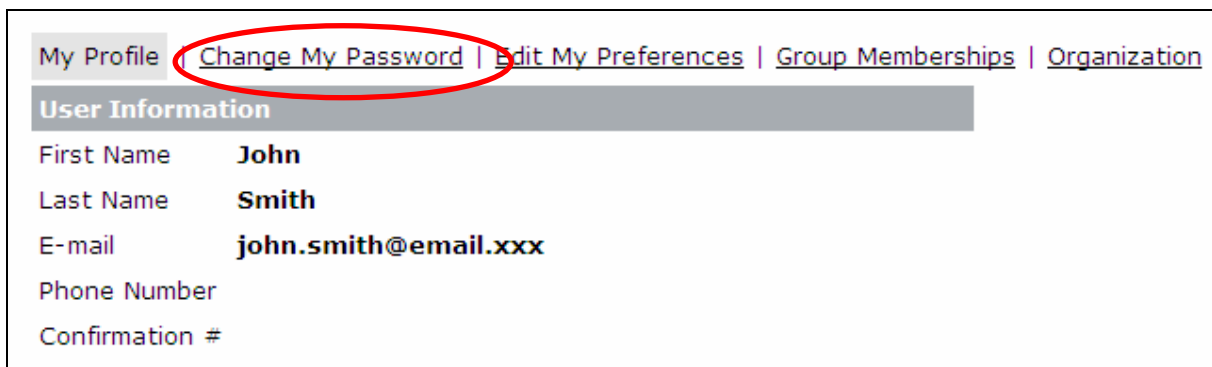
- 1) Navigate to Adobe Connect (<https://admin.acrobat.com>)
- 2) Login using your KLplus account email address and password.



- 3) Click 'My Profile' at the top of the page.



- 4) Click 'Change My Password'



- 5) Enter your current KLplus password into the 'Old Password' field. Enter your current KnowledgeLeader Password into the 'New Password' field and again into the 'Retype Password' field. Click 'Save'.

[My Profile](#) | [Change My Password](#) | [Edit My Preferences](#) | [Group Memberships](#) | [Organization](#)

Change Password

Passwords must conform to the following rules:

- Passwords must be between 4 and 32 characters long.

Old Password: *

New Password: *

Retype Password: *

*- indicates required fields

Your passwords for KnowledgeLeader and KLplus should now be synchronized. Any change passwords requests in KnowledgeLeader should be reflected in your KLplus account automatically. If you continue to have Login problems please [contact](#) a KL administrator.

- **I want to use my KLplus password for both accounts**

The following steps will change your KnowledgeLeader account password to match your KLplus password. If you do not know your KnowledgeLeader password but you do know your KnowledgeLeader password [go here](#) for the appropriate steps.

- 1) Navigate to the KnowledgeLeader website (<http://www.knowledgeleader.com/>)
- 2) Login with your KnowledgeLeader account username and password.

LOGIN

Username

Password

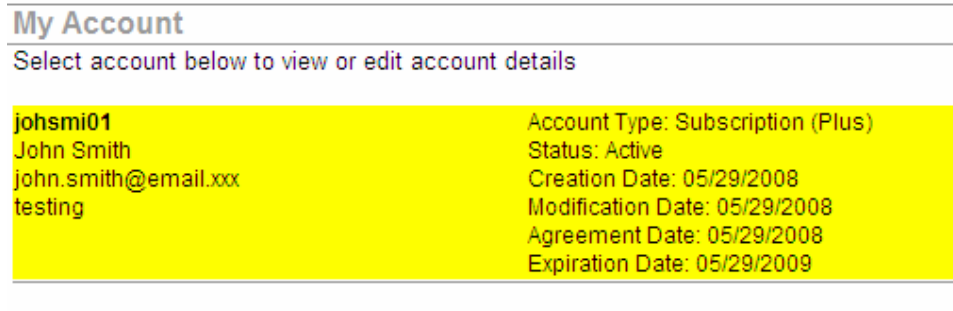
[Forgot Your Password?](#)

Remember Me

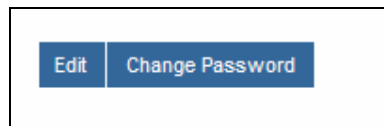
3) Click My Account at the top of the page.



4) Click the account information view. (shows yellow when cursor is hovering)



5) Click 'Change Password' button



6) Enter your current KnowledgeLeader password into the 'Current Password' field. Enter your current KLplus Password into the 'New Password' field and again into the 'Confirm Password' field. Click 'Submit'.

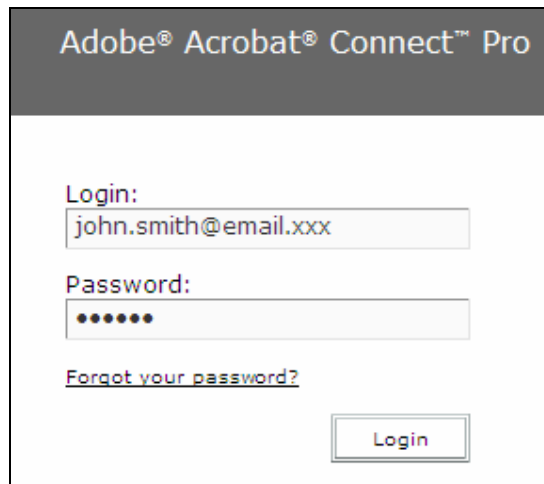
Your passwords for KnowledgeLeader and KLplus should now be synchronized. Any change passwords requests in KnowledgeLeader should be reflected in your KLplus account automatically. If you continue to have Login problems please [contact a KL administrator](#).

- **I want to use a new password for both accounts**

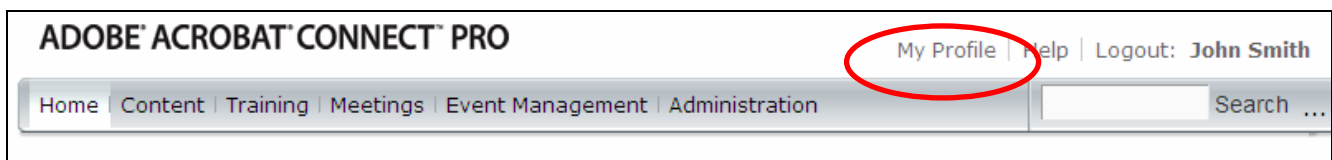
If you would like to change your passwords for both KnowledgeLeader and KLplus passwords you must follow the two part process detailed below:

- **Part 1 – Change KLplus password**

- 1) Navigate to Adobe Connect (<https://admin.acrobat.com>)
- 2) Login using your KLplus account email address and password.



- 3) Click 'My Profile' at the top of the page.



- 4) Click 'Change My Password'

My Profile | **Change My Password** | Edit My Preferences | Group Memberships | Organization

User Information

First Name **John**
Last Name **Smith**
E-mail **john.smith@email.xxx**
Phone Number
Confirmation #

- 5) Enter your current KLplus password into the 'Old Password' field. Enter a new Password into the 'New Password' field and again into the 'Retype Password' field. Click 'Save'.

My Profile | **Change My Password** | Edit My Preferences | Group Memberships | Organization

Change Password

Passwords must conform to the following rules:

- Passwords must be between 4 and 32 characters long.

Old Password: *

New Password: *

Retype Password: *

*- indicates required fields

Save Cancel

▪ Part 2 – Change KnowledgeLeader password

- 6) Navigate to the KnowledgeLeader website (<http://www.knowledgeleader.com/>)
- 7) Login with your KnowledgeLeader account username and password.

LOGIN

Username

Password

[Forgot Your Password?](#)

Remember Me

8) Click My Account at the top of the page.

About KnowledgeLeader | Contact Us | Site Map | **Help | My Account | Logout**

KnowledgeLeaderSM provided by protiviti[®]

[Home](#) [Topics](#) [Tools](#) [Publications](#) [News](#) [Standards & Training](#) [KLplus](#) [University Center](#)

Welcome back, John Smith. Check out the new features for the week of September 03, 2007.

9) Click the account information view. (shows yellow when cursor is hovering)

My Account

Select account below to view or edit account details

johsmi01 John Smith john.smith@email.xxx testing	Account Type: Subscription (Plus) Status: Active Creation Date: 05/29/2008 Modification Date: 05/29/2008 Agreement Date: 05/29/2008 Expiration Date: 05/29/2009
--	--

10) Click Change Password

11) Enter your current KnowledgeLeader password into the 'Current Password' field. Enter your current KLplus Password into the 'New Password' field and again into the 'Confirm Password' field. Click 'Submit'.

Change password

Change password for 'johsmi01'

Username: johsmi01

Current Password: |

New Password:

Confirm Password:

Forgot your password? [Click here](#)

Submit

Your passwords for KnowledgeLeader and KLplus should now be synchronized. Any change passwords requests in KnowledgeLeader should be reflected in your KLplus account automatically. If you continue to have Login problems please [contact a KL administrator](#).

I don't know my KnowledgeLeader password but I do know my KLplus password.

Follow the steps detailed below to change your KnowledgeLeader password to synchronize with your current KLplus password:

- 1) Navigate to the KnowledgeLeader website (<http://www.knowledgeleader.com/>)
- 2) Click 'Forgot Your Password?' link in the login section of the guest homepage.

LOGIN

Username

Password

Forgot Your Password?

Remember Me

Login

- 3) Enter the email address used for your KnowledgeLeader account and click 'Submit'. An email will be sent to the address entered containing the account username and a temporary password.

Forgot your Username or Password

Enter your email address and click Submit. You will then receive an email containing your username and a new temporary password.
If you are a group administrator, and you need your administrator password reset, please [contact us](#).

Email Address:

- 4) Return to the KnowledgeLeader website guest homepage (<http://www.knowledgeleader.com/>)
- 5) Login using the account Username and temporary password.
- 6) Enter the temporary KnowledgeLeader password into the 'Current Password' field. Enter your current KLplus Password into the 'New Password' field and again into the 'Confirm Password' field. Click 'Submit'.

Change password

Change password for 'johsmi01'

Username:

Current Password:

New Password:

Confirm Password:

Forgot your password? [Click here](#)

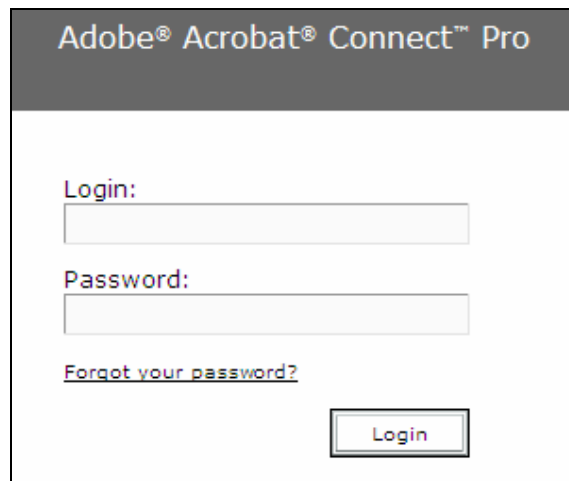
Your passwords for KnowledgeLeader and KLplus should now be synchronized. Any change passwords requests in KnowledgeLeader should be reflected in your KLplus account automatically. If you continue to have Login problems please [contact a KL administrator](#).

I don't know my KnowledgeLeader or KLplus passwords

If you have forgotten your passwords for both KnowledgeLeader and KLplus passwords you must follow the two part process detailed below:

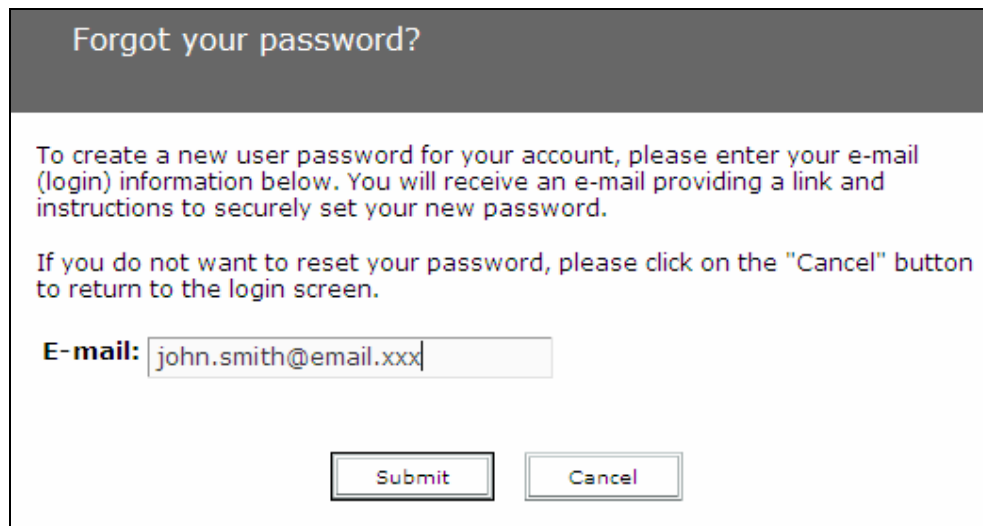
- **Part 1 – Change KLplus password**

- 1) Navigate to Adobe Connect (<https://admin.acrobat.com>)
- 2) Click 'forgot your password?' link



The screenshot shows the Adobe Acrobat Connect Pro login interface. At the top, it says "Adobe® Acrobat® Connect™ Pro". Below this, there are two input fields: "Login:" and "Password:". Under the password field, there is a link that says "Forgot your password?". At the bottom right of the form, there is a "Login" button.

- 3) Enter the email address used on your KnowledgeLeader and KLplus account and click 'Submit'



The screenshot shows the "Forgot your password?" screen. At the top, it says "Forgot your password?". Below this, there is a paragraph of text: "To create a new user password for your account, please enter your e-mail (login) information below. You will receive an e-mail providing a link and instructions to securely set your new password." Below this, there is another paragraph: "If you do not want to reset your password, please click on the 'Cancel' button to return to the login screen." At the bottom, there is an "E-mail:" label followed by an input field containing the text "john.smith@email.xxx". Below the input field, there are two buttons: "Submit" and "Cancel".

- 4) If the request was successful you should receive the following message. An email will be sent that contains a link to the 'Set You New Password' page. Note: it may take several minutes to receive the email.

Request received.

Your reset password request has been submitted. You will soon receive an e-mail containing a link and instructions on setting your new password.

NOTE: After receiving your e-mail you will have 24 hours to use the included link to set your new password. If you have not set your password within 24 hours you will need to repeat this process.

[Return to Login](#) [Contact Support](#)

- 5) Click the link provided in the email sent from Adobe Connect to launch the 'Set Your New Password' page
- 6) Enter the password you would like to use into the 'Set Your New Password' form and click 'Submit New Password'.

Set Your New Password

Please enter your new password in the fields below and then press the "Submit New Password" button.

Passwords must conform to the following rules:

- Passwords must be between 4 and 32 characters long.

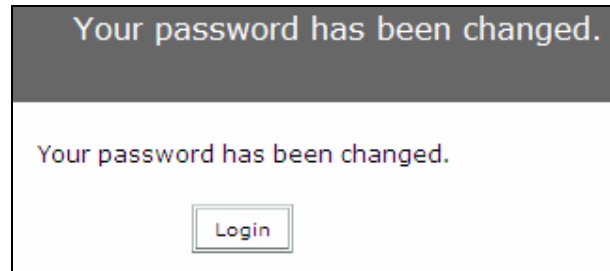
New Password:

Confirm Password:

(Please note that passwords are case-sensitive.)

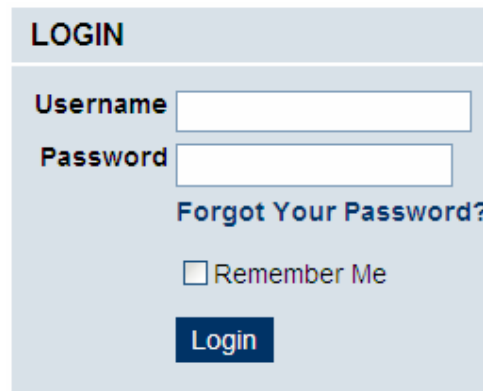
[Submit New Password](#)

- 7) If successful you should receive the following message

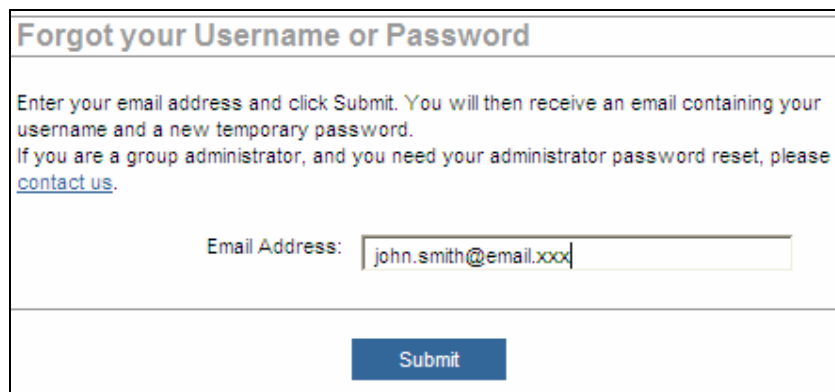


- **Part 2 – Change KnowledgeLeader password**

- 8) Navigate to the KnowledgeLeader website (<http://www.knowledgeleader.com/>)
- 9) Click 'Forgot Your Password?' link in the login section of the guest homepage.



- 10) Enter the email address used for your KnowledgeLeader account and click 'Submit'. An email will be sent to the address entered containing the account username and a temporary password. If you are a group administrator, and you need your administrator password reset, please [contact us](#).



- 11) Return to the KnowledgeLeader website guest homepage (<http://www.knowledgeleader.com/>)

- 12) Login using the account Username and temporary password.
- 13) Enter the temporary KnowledgeLeader password into the 'Current Password' field. Enter the password you just created for KLplus into the 'New Password' field and again into the 'Confirm Password' field. Click 'Submit'.

Change password

Change password for 'johsmi01'

Username:

Current Password:

New Password:

Confirm Password:

Forgot your password? [Click here](#)

Your passwords for KnowledgeLeader and KLplus should now be synchronized. Any change passwords requests in KnowledgeLeader should be reflected in your KLplus account automatically. If you continue to have Login problems please [contact a KL administrator](#).