



Forgotten Password

If you have forgotten your password, there are three steps to follow to retrieve your D2L password.

Step 1. Clicking “What is my password?” Link on the D2L Website

The screenshot shows the D2L login interface. On the left, there is a 'Login' box with a dark blue header. Inside the box, there are links for 'I'm new to D2L' and 'What is my password?'. Below these links are input fields for 'Username:' and 'Password:', followed by a 'Login' button. A note below the password field states: 'Please note your password is case sensitive...'. On the right, there is a 'Welcome' section with text that is partially obscured. A callout box with a black border and a white background points to the 'What is my password?' link. The callout box contains the text: '1A. The first step in this process is to click on “what is my password” above the login boxes.' At the bottom of the page, there is a link: 'Please click here for a System Check before you login.'

Step 2. Entering the Necessary Information to Obtain the Password



Board of Regents Identity System - My BORIS Account

You are not logged in.

[Home](#)

[Reset my password](#)

Verify my username and reset your password

Please enter your last name and your Colleague ID or Desire2Learn/BORIS username below and click "Retrieve my information".

Last Name:	<input type="text"/>
Colleague ID Number -or- Desire2Learn/BORIS Username:	<input type="text"/>
	<input type="button" value="Retrieve my information"/>

2A. You will be taken to a screen where you will enter your last name and student/colleague id number.

2B. Then click on "retrieve my information".

Board of Regents Identity System - My BORIS Account

You are not

[Home](#)

[Reset my password](#)

[Links](#)

My username and email address

We have found your BORIS username and email addresses.

You may use any of these email addresses to retrieve your BORIS password.

Choose the email address you want to use for resetting your password, and click the button.

Name	BORIS Emails
	<input type="text"/>
	<input type="button" value="Send me a temporary password"/>

2C. The next step is to choose which email account to send the temporary password to.

If you need any further assistance, please [contact your local helpdesk](#).

Step 3. Receiving and Following the Email Instructions



If you follow this tutorial you will be able to reset your forgotten password.