Accounts and Passwords
Logging In to an Account
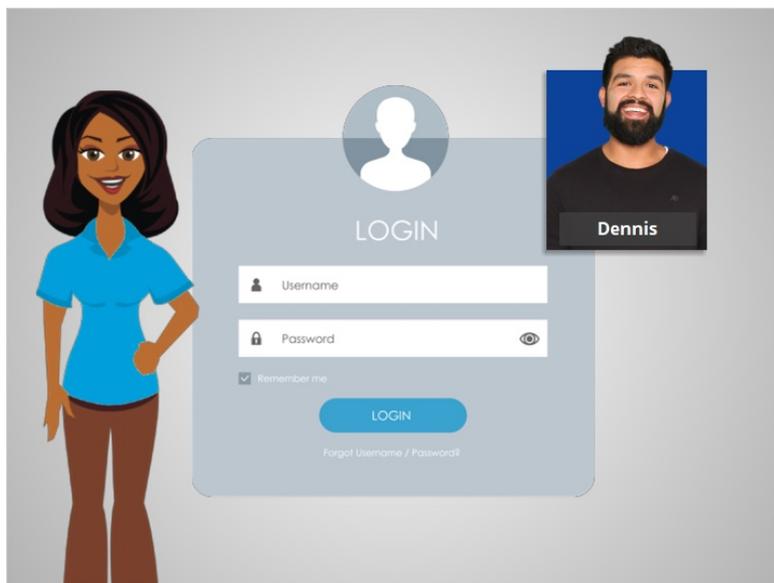
In this lesson Dennis will learn how to log into an account and how to retrieve his password if he has forgotten it.
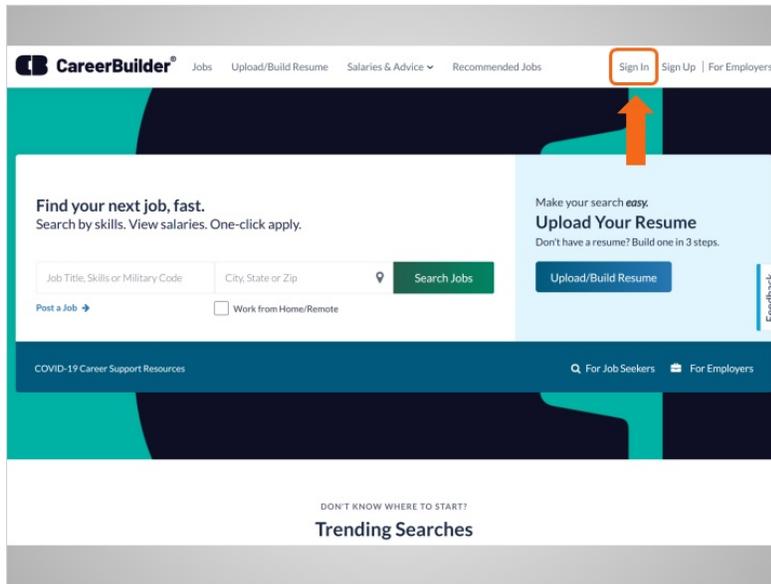
Once you have created an account on a website, you can access your account by logging in, which is also called signing in. In today's example, Dennis is logging in to the account he created on CareerBuilder with his Gmail account. To sign into his account, Dennis looks for a link or button that says "Sign In" which is in the top right corner of the website.
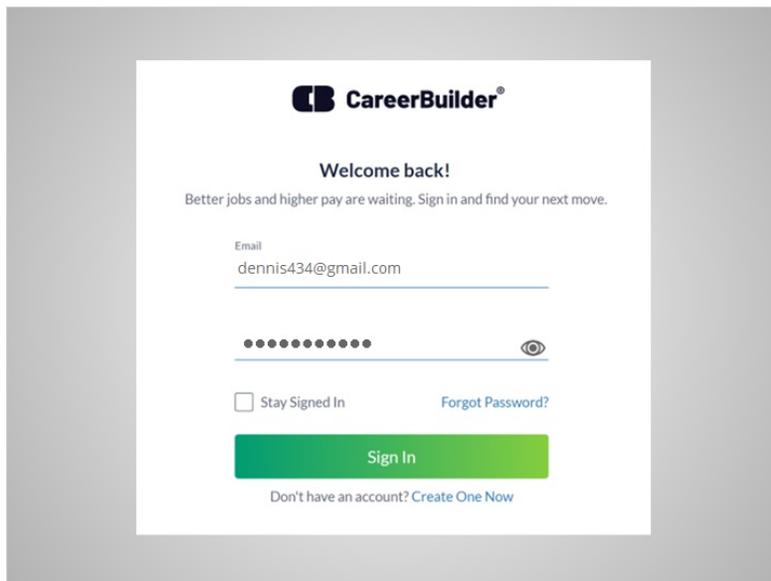
To sign in, Dennis needs to type in his username or email address and a password. Remember: usernames and passwords are case sensitive, so make sure that they are spelled and capitalized correctly.
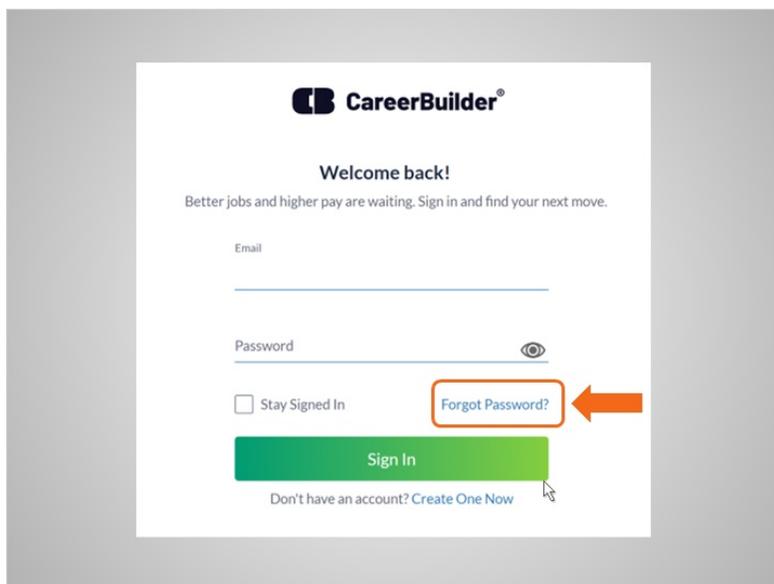
If you've forgotten your password, or your password isn't working, there are several ways to reset the password. Dennis clicks on the link "Forgot Password" to see what his choices are for retrieving his password.
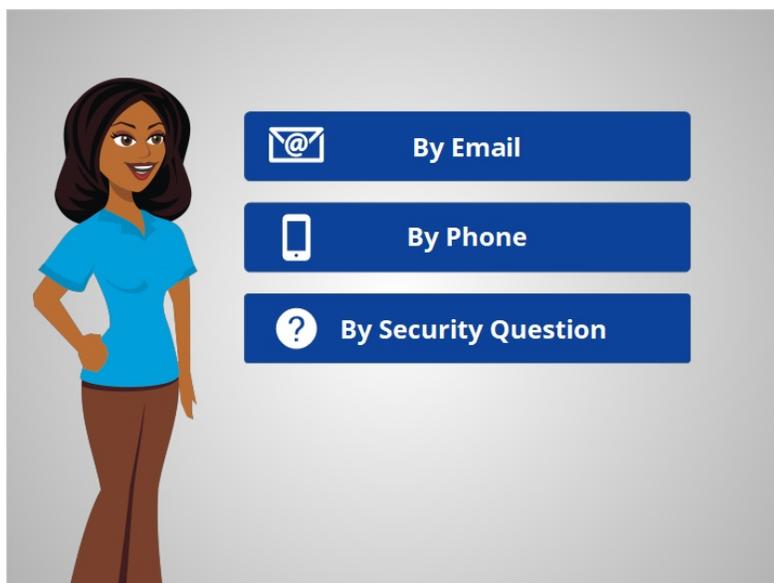
Depending on the website, you may have different choices for resetting your password including resetting your password from an email, phone or by answering security questions.
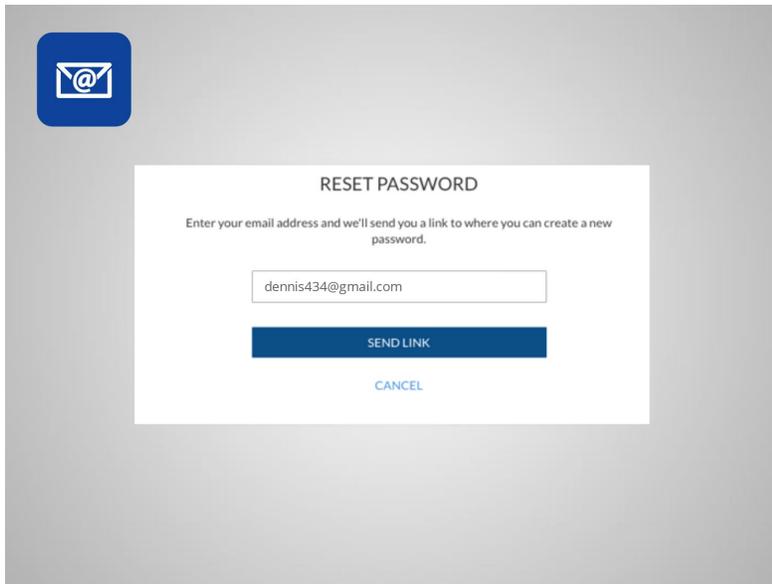
To reset your password by email, you must be able to access the email address associated with your account.
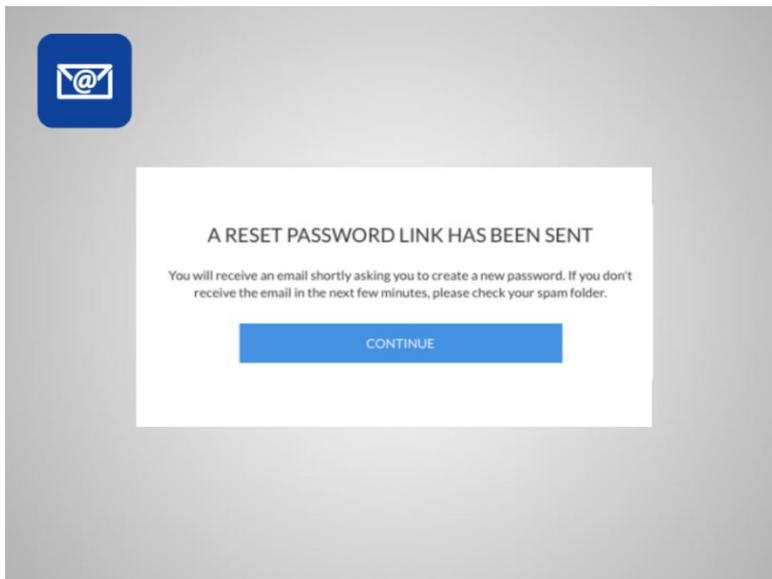
When you select this option, an email message is sent to that email address.
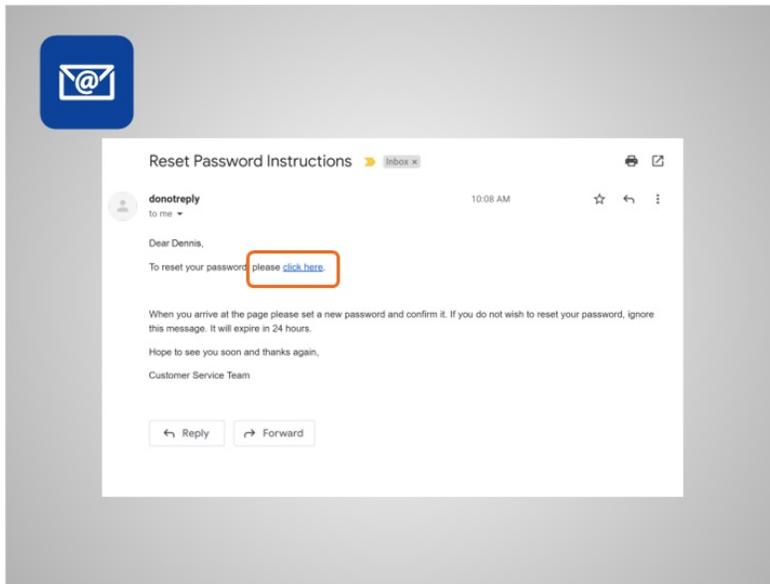
Dennis logs in to his email to find a new message. The message usually contains a link or code to reset your password.
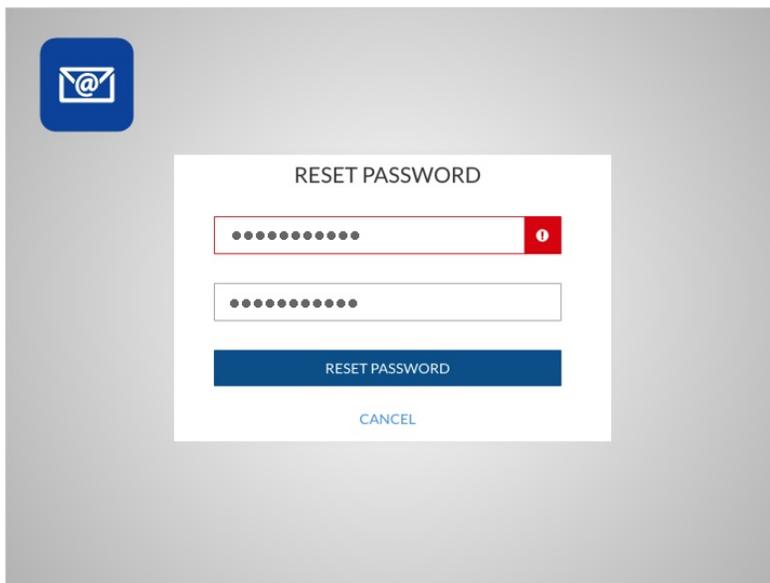
Make sure to use a password that is easy to remember. If you do have to write it down, keep it in a safe place until you have it memorized.

Dennis then enters the new password twice, and clicks the Reset Password button.
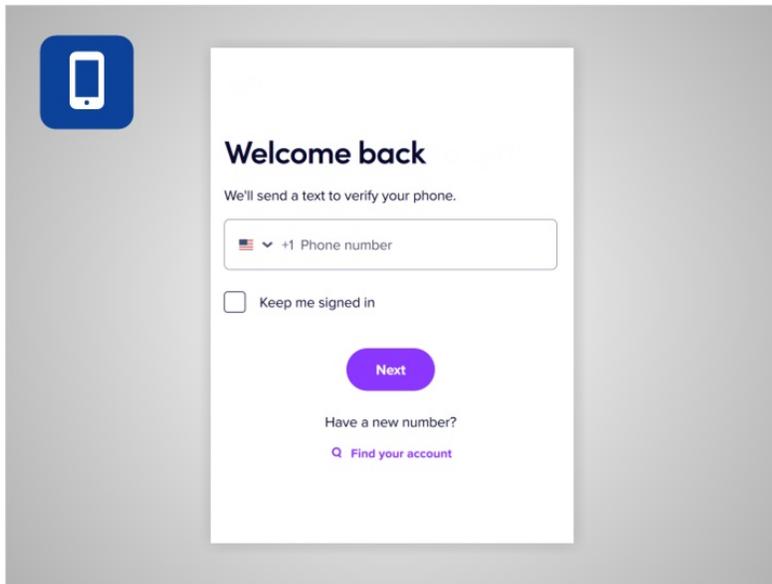
Some websites allow you to reset your password by phone. You must have access to the cell phone number associated with the account.
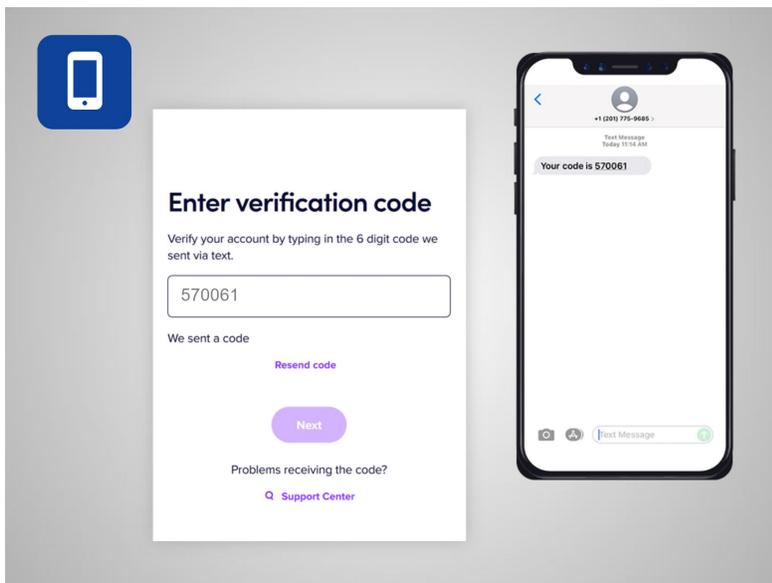
The website will either send a text message with a code or call the phone with an automated voice message reading a code. When Dennis receives the message, he types the code into the box on the website. This verifies that Dennis really is the owner of the account.
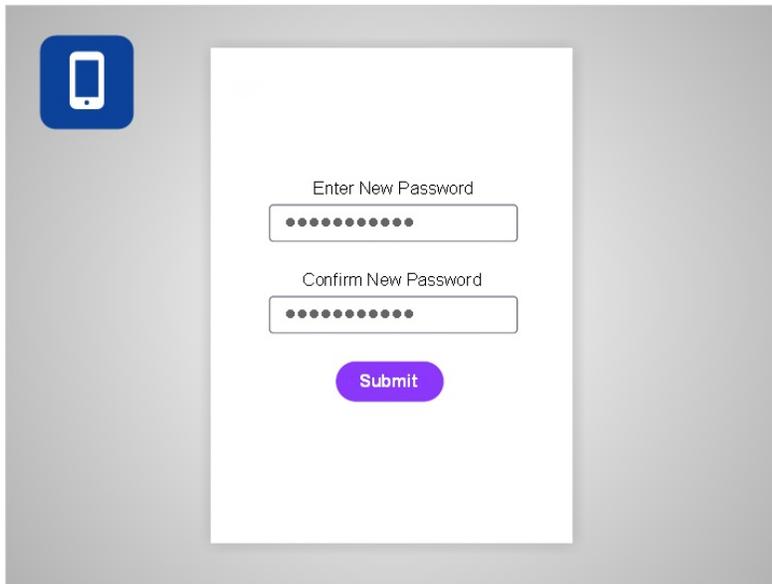
He then chooses a new password.
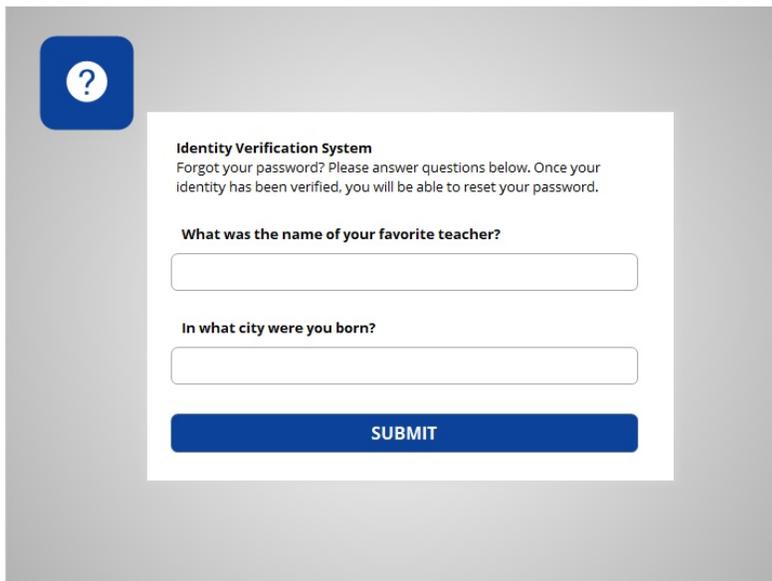
Sometimes you can reset a password by answering your security questions.

These questions were selected when Dennis originally set up the account. Dennis enters the correct answer for each security question, being careful to type in his answers in the exact same way he did when he set up the account. If the answer is not typed exactly the same, including capitalization and spaces, it will not work.

Next, Dennis chooses a new password.

If none of these methods work, you may have to contact the company that you have an account with. For example, you might do this if you no longer have access to the email or phone number associated with your account.

Beware of anyone contacting you by phone, email or text asking you for your account password or PIN. This is often how a scammer or fraudster tries to access your account. If you suspect a fraudster, hang-up! Contact the company directly and verify they are who they say they are before you share any personal information.
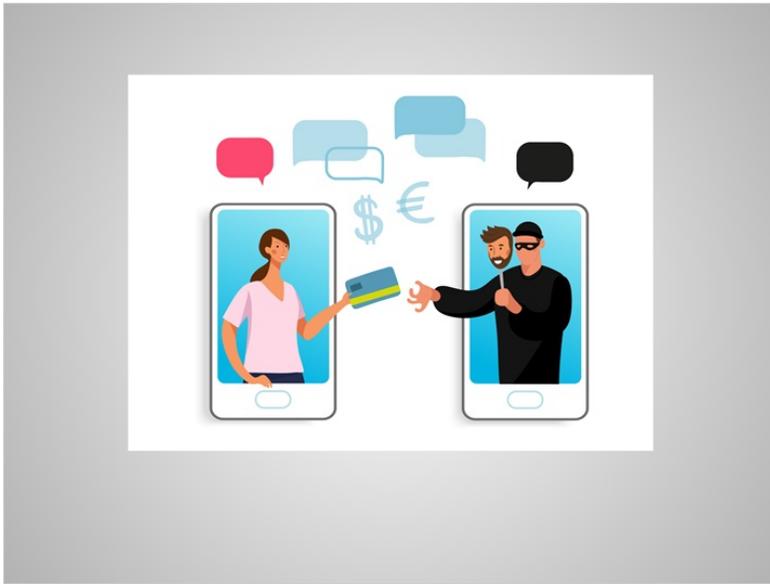
Some websites require two types of identification in order to access your account. This is to make sure you are who you say you are. As you log into a website or mobile app with your username and password, the service may ask you to provide additional information to verify your identity before you are logged into your account.

This type of account login is called two-factor authentication or 2FA.
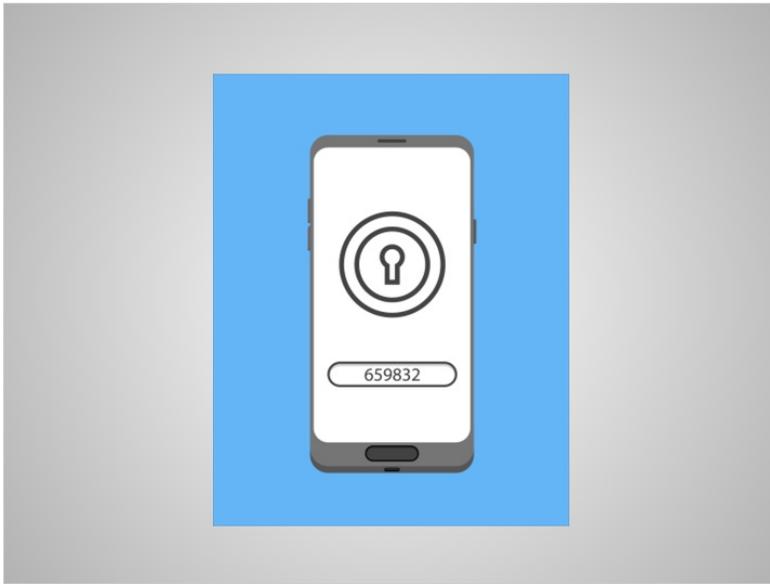
Before you can log in to your account, the website or mobile app will send a verification code to your email address, or a trusted phone number as a text message or phone call.

Enable two-step verification

Enter the security code genereted by
your mobile authenticator correctly.

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NEXT
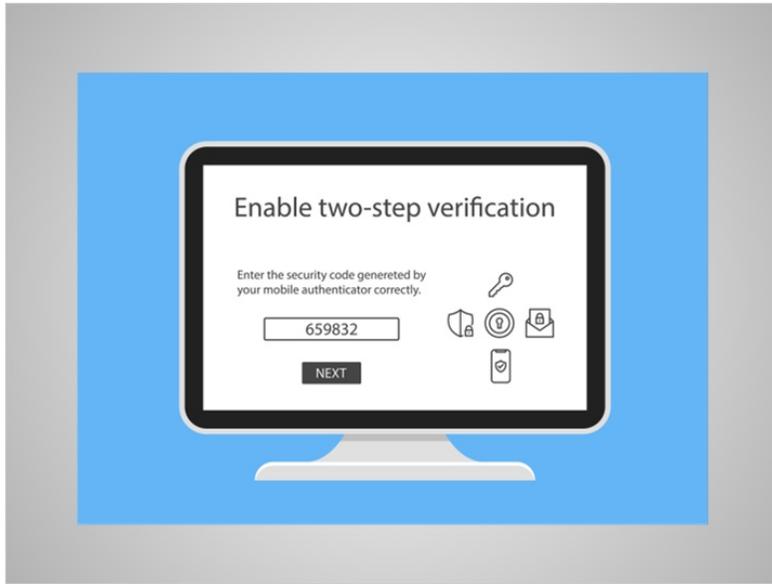
After you receive the code, enter it into the website or mobile app form and you will be logged into your account.

Sites such as banks, credit card companies, and email systems may require this additional level of security to ensure that your account is only accessible to you. Sites that use two-factor authentication do not always require you to do it each time you log in. Instead, it will happen when you log into the website from a new computer, or, if you have not logged into the website for a certain period of time.
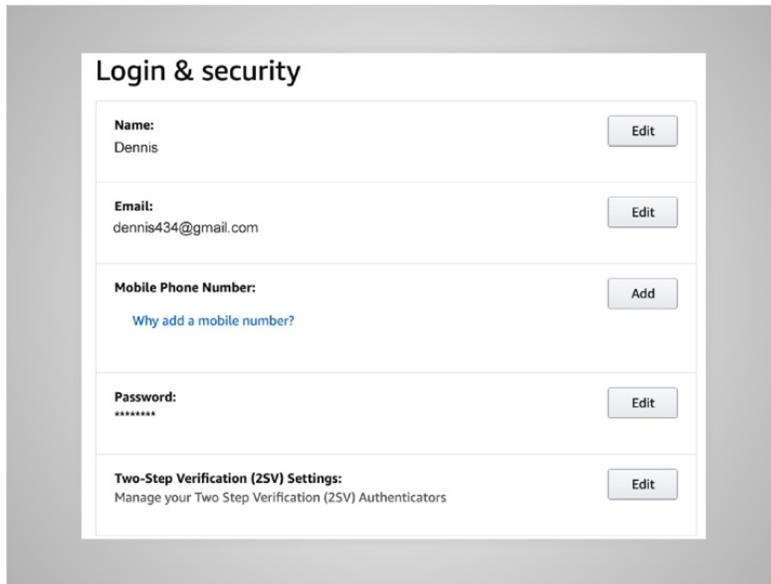
Login & security

Name:
Dennis
[Edit]

Email:
dennis434@gmail.com
[Edit]

Mobile Phone Number:
Why add a mobile number?
[Add]

Password:
****
[Edit]

Two-Step Verification (2SV) Settings:
Manage your Two Step Verification (2SV) Authenticators
[Edit]

It is also important to make sure that your account information is accurate so that the company can verify your identity when you interact with the site.

For example, if your email address is not correct, you will not receive the email you need to reset your password. If your cell phone number is not up to date, you will not receive the code needed to complete the two-factor authentication process that some sites require.
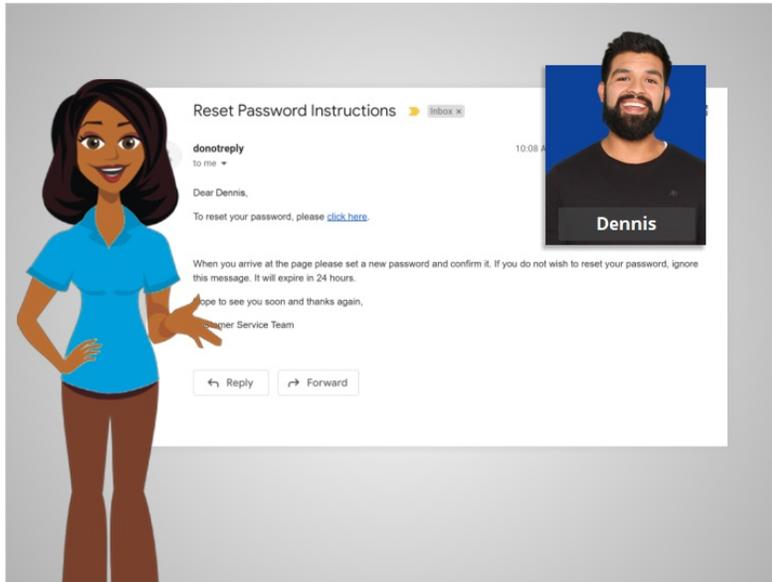
Now that Dennis has received an email to reset his password, he's able to log in to access his account.

In today's lesson we have learned how to create and log into accounts, as well as reset a password. In the next lesson, Dennis will learn how to keep his online accounts safe.