How do I recover/unlock/change my IEEE account password to log in to the IEEE Learning Network (ILN)?
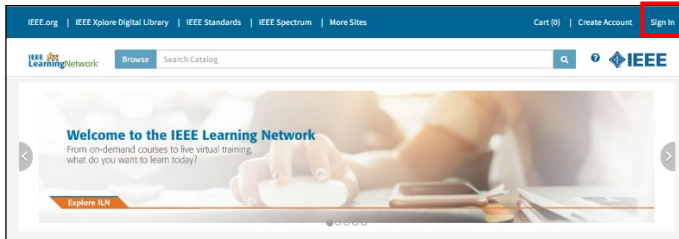
Overview

The IEEE Learning Network (ILN) uses your IEEE account credentials for login. You can recover, unlock or change your password through IEEE at any time. The steps shown will walk you through each process.

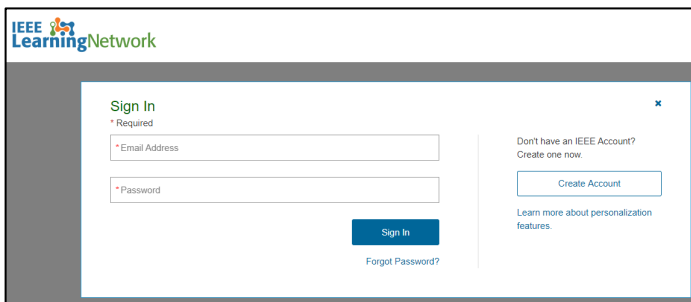The **Sign In** link is on the IEEE navigation bar at the top of the window.

ILN Public Catalog With Sign In Button on IEEE Navigation Bar

Recover Forgotten Password

If you have forgotten your IEEE account password, click the **Forgot Password** link on the *Sign In* page.

NOTE: If you are an IEEE Member, an IEEE account has already been established for you. Please do not create a new account as it will not link to your membership or renewal bill.

Personal Sign In Page

To complete the Forgot Password dialog box:
1. Complete the **First** and **Last Name** fields. Your first and last name **MUST** match your account exactly.
2. Complete the **Email Address** *OR* **Member/Customer #** (number) field. An email with a password reset link will then be sent to you.

After successfully signing in using your existing username, you may be prompted to update your username to an email address, if you have not done so previously. Please note that your new username (email address) will become the primary email address on your member record.

Unlock Account

Per IEEE Account Security, you have six attempts to provide the correct email address and password when signing in. A warning message will appear the first time the incorrect credentials are entered, advising that five attempts remain. After six unsuccessful attempts your account will become temporarily locked for 60 minutes for your protection. If you cannot remember your password, please refer to the *Recover Forgotten Password* section of this guide.

Change Current Password

The option to change your IEEE account password from ILN is available by selecting **My Account** from the **Profile** drop-down menu located by clicking on your name.

To change your IEEE account password:
1. Click the **Email Address and Password** link under the **Profile** section of the **IEEE account** section.

Account Setting Page

2. Complete the **New password** and **Confirm new password** fields.
3. Click the **Save** button.

If you have forgotten your password, please refer to the *Recover Forgotten Password* section of this guide.