How do I log in/recover/unlock/change my IEEE account password for the IEEE Learning Network Volunteer Training site?

Overview

The IEEE Learning Network Volunteer Training site uses your IEEE account credentials for login. You can recover, unlock, or change your password at IEEE at any time. The steps shown in this document will walk you through each process.
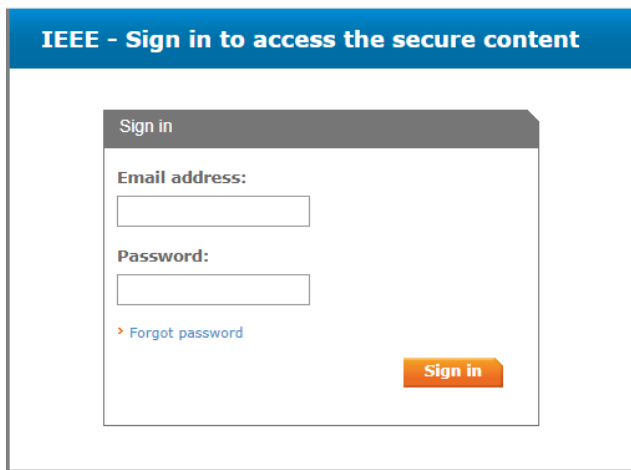
Logging In

To log into your ILN Volunteer Training homepage:

1. Open your browser and navigate to https://volunteers.iln.ieee.org. You will be presented with an **Initial Entry** screen with a '**Log in**' link:

IEEE Learning Network VolunteerTraining Initial Entry screen

2. Click the **Log in** button. You will be presented with the IEEE sign in screen:

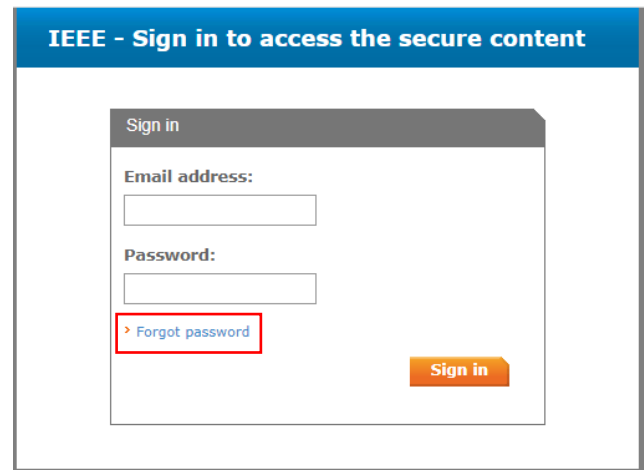*IEEE Learning Network VolunteerTraining Sign in screen*

3. Complete the **Username** (**email address)** and **Password** fields, entering your existing personal IEEE account credentials.
4. Click the **Sign In** button. Successful login will present you the IEEE Learning Network Volunteer Training homepage.
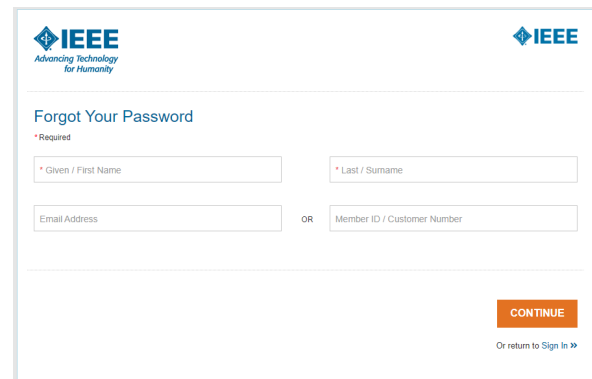

IEEE Learning Network Volunteer Training Homepage

Recover Forgotten Password

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

Forgot Password Link

Forgot Password Dialog Box

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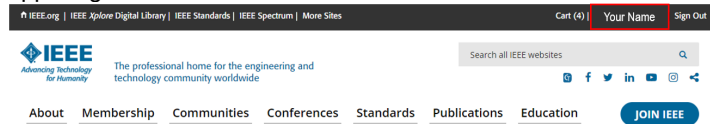
After successfully signing in using your existing username, you may be prompted to update your username to an email address, if you have not done so previously. Please note that your new username (email address) will become the primary email address on your member record.

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.
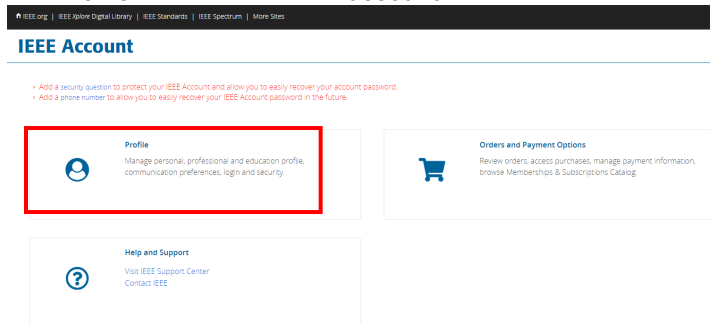
Change Current Password

Once you are logged in on any page within the IEEE.org pages, if you wish to change your password, click on your name in the upper right of the menu:

IEEE Logged in Screen

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

Profile Section of the IEEE Account

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.