



LIBERTY
In it with you

How to reset your Learning University Password

If you have forgotten your password, you can request a new password by using the **Forgotten Password** link. This link is available on:

- The Learning University landing page (Figure 1). You need to scroll to the bottom of the page to see the LogIn block.
- The Login Page (Figure 2)

Click the Forgotten Password (Figure 1) or Forgotten your username and password (Figure 2) links.

Figure 1

The screenshot shows the top navigation bar with the Liberty logo and the text 'Client and Adviser Experience: Learning University'. Below the navigation bar is an 'ANNOUNCEMENTS' section. The main content area features a dark blue banner with the text 'It's important that we have your updated information on your user profile on the Learning University...' and a megaphone icon. Below the banner is a 'Login' form with fields for 'Identity number' and 'Password', a 'Remember username' checkbox, and a 'Log in' button. A red arrow points to the 'Forgotten password?' link below the login form.

Figure 2

The screenshot shows the login page with the Liberty logo and the text 'Client and Adviser Experience: Learning University'. Below the navigation bar is a search bar. The main content area is divided into two columns. The left column is titled 'Log in' and contains a form with fields for 'Identity number' and 'Password', a 'Remember username' checkbox, and a 'Log in' button. A red arrow points to the 'Forgotten your username or password?' link below the login form. The right column is titled 'Is this your first time here?' and contains contact information for Bobo Miya and Tebogo Mpela. At the bottom, there is a link to view the user guide on how to change the password.

Resetting your Learning University Password

The Login Forgotten Password page will appear.

IMPORTANT

This must be a valid email address that you use for business correspondence as the reset password email will be sent to this email address.

If you supplied a correct username or email address then an email should have been sent to you. It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, please contact the the Learning support team on accreditation@liberty.co.za.



Click on **Continue**.

Hello User Name,

A password reset was requested for your account 'username' on the Liberty Life Learning University portal. To confirm this request, and set a new password for your account, please go to the following web address:

https://learning.liberty.co.za/login/forgot_password.php?token=FDWFYrsCJYseZ7xPMXHgpJaFDPOfV6YK

This link is valid for 30 minutes from the time this reset was first requested.

If this password reset was not requested by you, no action is needed.

PLEASE NOTE:
This e-mail was sent from unattended mailbox. Please do not reply to this e-mail - you will not get a reply. If you have any queries about this e-mail please contact us on accreditation@liberty.co.za.

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An email will be sent to you. Click on the link, as requested.

Please note that the link is only valid for 30 minutes. If the time period has expired, you will need to request another password reset. Click on Continue.

Resetting your Learning University Password



[Home](#) [Log in](#) [Forgotten password](#)

Please enter your new password below, then save changes.

Set password

Username

New password *

New password (again) *

To change the password, enter the new password twice, and click on the Save changes button. You will now be logged into the Learning University with your new password.

NOTE

This password will not expire, and is not linked to the Liberty domain or Blueprint system.

Should you experience any problems, please contact one of the following members of the Learning Admin Team:

- Tebogo Mpela: 011 408 1214
- Bobo Miya: 011 408 3936

email: accreditation@liberty.co.za