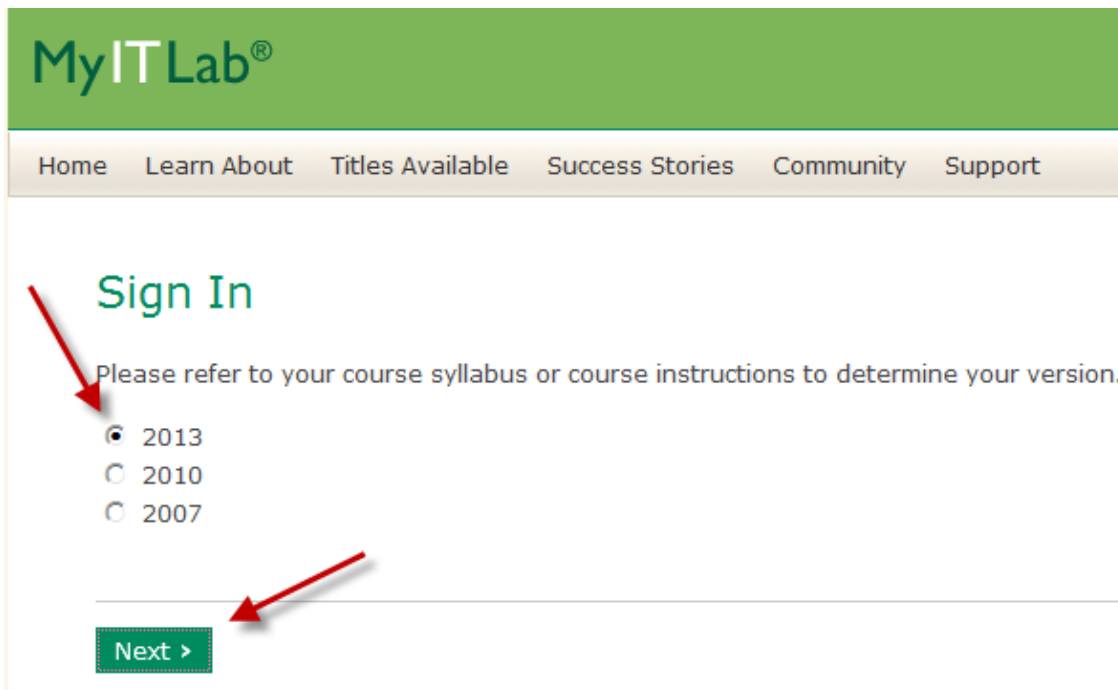
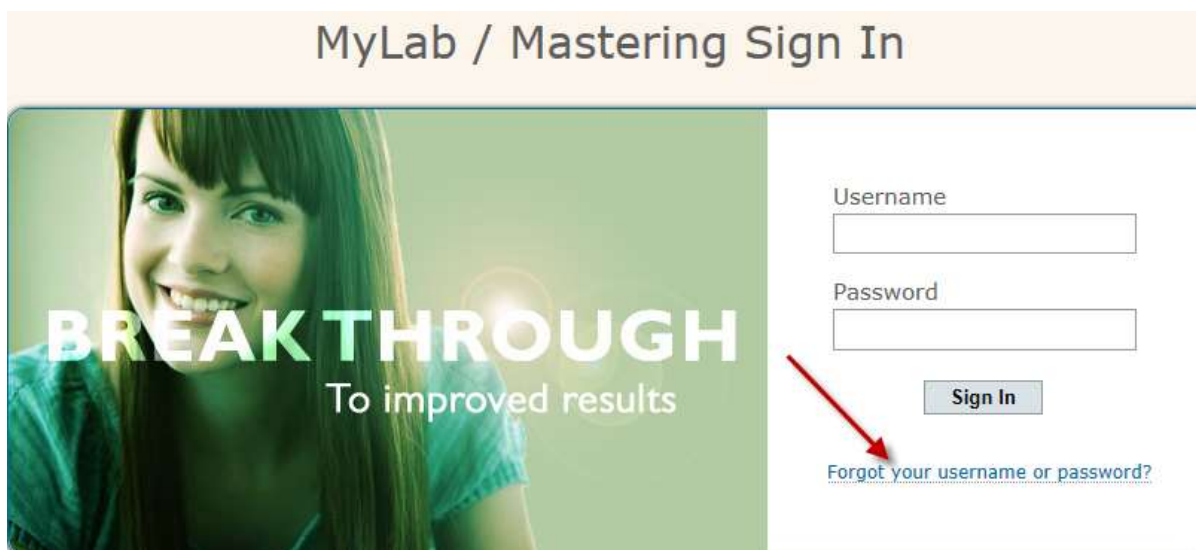


MyITLab Password Reset

1. Go to **MyITLab** login page by clicking on [MyITLab](#) link.



2. Click on the **version** that is on your course syllabus. For example, if your syllabus has 2013 course, you would click on the 2013 radio button.
3. Click on **Next**.



4. Click on **Forgot your username or password?**



MyITLab Password Reset

Login Name and Password Retrieval - Windows Internet Explorer

Login Name and Password Assistance

Please provide your Email Address, Login Name or both. An email containing your Login Name and password, in plain text, will be sent to the email address on record for your Pearson account.

Enter Your Email Address AND/OR Enter Your Login Name

For personal assistance, please contact [Customer Technical Support](#) via the online chat function.

5. Once the **Login Name and Password Assistance** dialog box appears, click in **Enter Your Email Address** text box to type your Email Address. For example, If John Smith registered with email account `jsmith6789@student.wallace.edu`, he would type in **jsmith6789@student.wallace.edu**.
6. Click **Send My Login Name and Password** button.
7. Login to your **E-mail Account** for a link to reset your password. Follow the instructions included in the E-mail.



MyITLab Password Reset

8. For additional Support go to: [Pearson's Technical Support](#)



- In the **Search text box**, type the topic that you are searching for. For example, if John Smith needed help with password reset, he would type **User Name and Password Assistance** in the Search box.
 - Click on **Search**.
 - Click on **Username (Login Name) and Password Assistance** link.
9. For questions regarding your assignments, please see your Instructor.

