

Logging into MyLearningPlan

Logging into MyLearningPlan requires a username and password. If this is your first time ever logging into MyLearningPlan, contact your organization's professional development office to determine your username. Review any MyLearningPlan documentation that they may have provided.

If you do not remember your password, [click here](#) to access our automatic password retrieval feature.

If you do not remember your User Name click on the **Contact Us** link on the left side of this screen to send a request to retrieve your User Name.

If you continue to experience difficulty, review the following steps:

Use these steps:

1. Login to MyLearningPlan

Enter a username and password in the Login Box at www.MyLearningPlan.com

2. You know your username/password, but still can't log in.

If you have verified your username/password, please try the following:

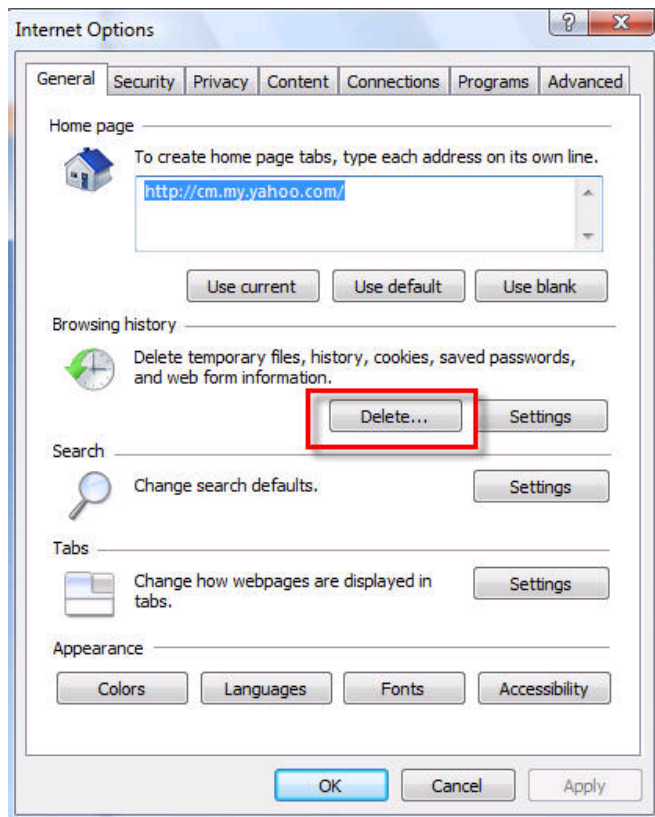
- A. If you are using AOL as your internet provider, do NOT use the AOL web browser. Once you connect to the AOL, do NOT click the *INTERNET* menu item. Instead, manually launch Internet Explorer and go to www.MyLearningPlan.com
- B. Verify your browser settings in Internet Explorer
 - a. **Clear out all Temporary Internet Files and Cached Objects**

To do this, Open IE (Internet Explorer), click on the Tools Menu, then Internet Options

(If using a Macintosh computer running **Operating System 9.1 or earlier**, click on the EDIT menu item and then choose PREFERENCES.)

(If you are using a Macintosh computer running **Operating OS X or later**, click the EXPLORER menu item and then choose PREFERENCES.)

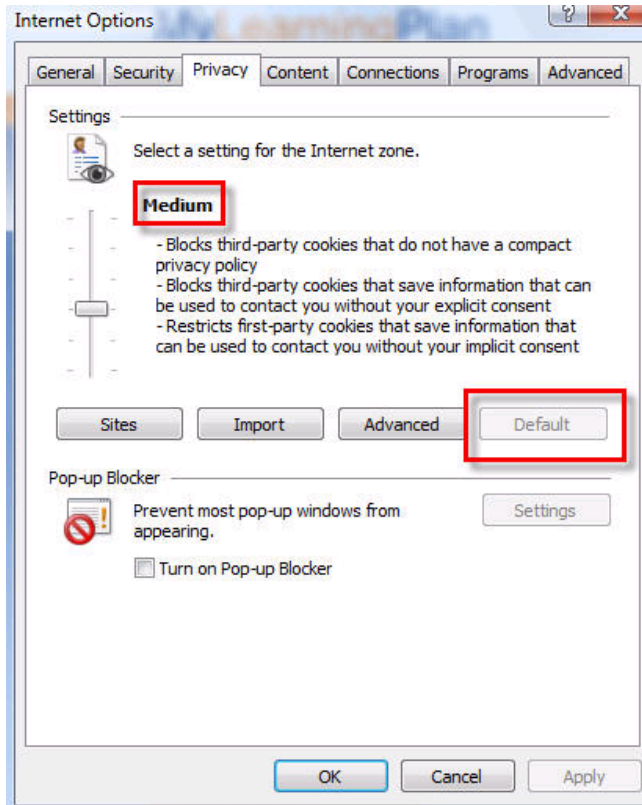
On the General Tab, press the Delete Cookies button, click OK/YES to any confirmation messages.



Next, while still on the General Tab, press the Delete Files Button, make sure to check the box next to "Delete all offline content", and click OK/YES to apply. Depending on how much is in your Temporary Files, this could take several minutes to complete.

b. **Reset IE Privacy Setting to Default****

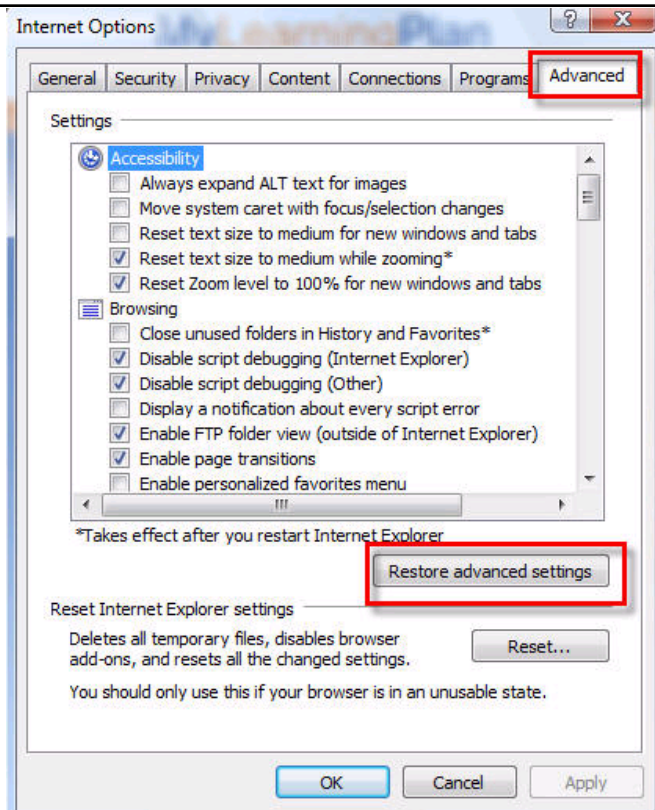
To do this, while still viewing the Internet Options box, click on the Privacy Tab. Make sure the setting is at Medium (or lower). If not, click on the Default button to reset the default settings.



** If you would not like to set your Privacy settings to the default (medium), you will have to at the very least enable Session Cookies in the Advanced properties. You can also enter www.mylearningplan.com in as an explicit site that you allow cookies from.

c. **Restore Advanced Defaults**

To do this, while still viewing the Internet Options box, click on the Advanced Tab. Click the Restore Defaults button.



At this point you should click the OK button at the bottom to close the Internet Options box.

Close *all open instances* of Internet Explorer, then start Internet Explorer again go to <http://www.mylearningplan.com> , click the LOGIN button in the top right corner.