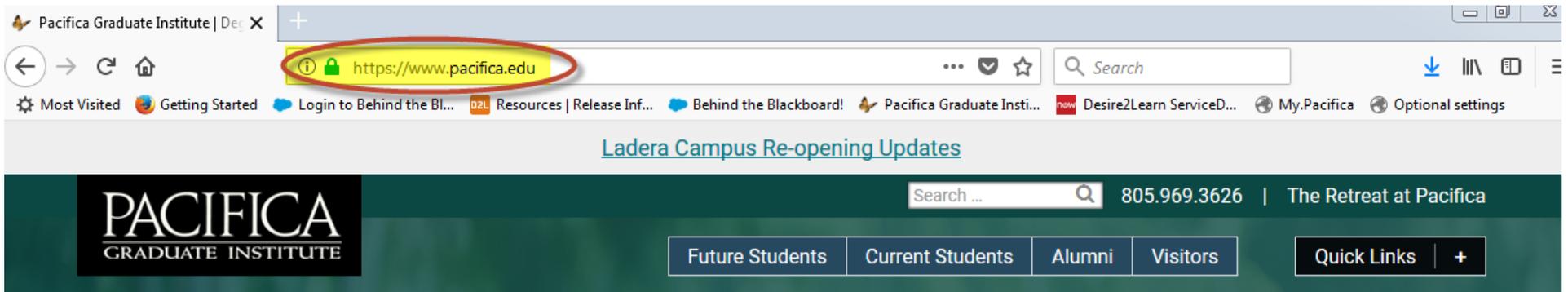
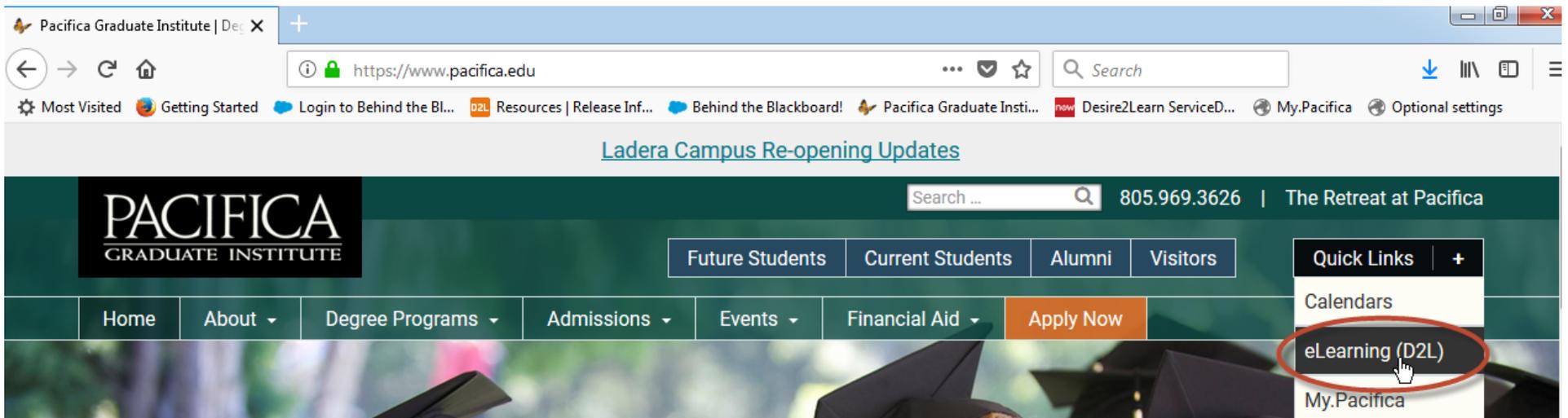


# How to Reset Your D2L Password

1. Go to Pacifica's public page by inserting the web address in your browser.



2. From the **Quick Links** menu at the top right, select “**eLearning (D2L)**.”



3. Click on the **“Forgot your Password?”** link.



## Welcome!

Please log in to Pacifica's Online Learning System, Desire2Learn. If you have questions or need technical assistance, please contact IT Support at 805-679-6199, or send a message to [itsupport@pacifica.edu](mailto:itsupport@pacifica.edu).

Please use the **"Forgot Your Password?"** link below if you need to reset your password. A password reset link will be sent to the email address associated with your D2L account.

Your username is firstname.lastname. **Example:** john.doe

[Please click here for a System Check before you login.](#)

Login failed. Try again.

Username \*

Password \*

[Log In](#)

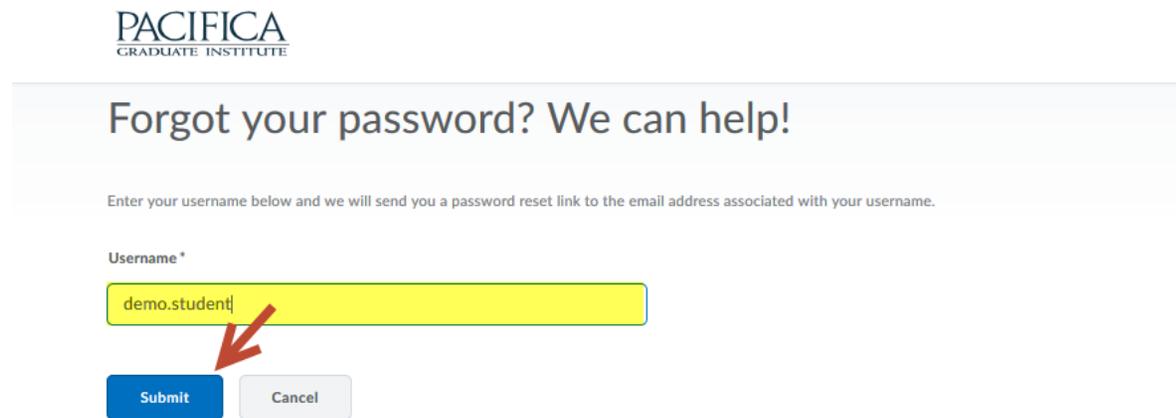
[Forgot your password?](#)



© Copyright D2L Corporation. All rights reserved.

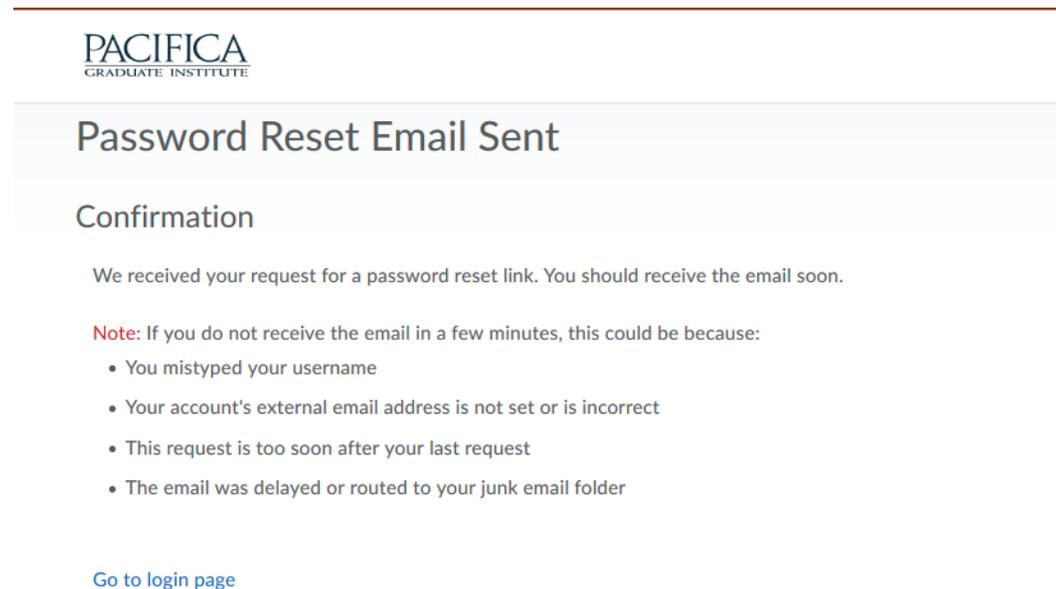
All D2L marks are trademarks of D2L Corporation. Please visit [D2L.com/trademarks](http://D2L.com/trademarks) for a list of D2L marks.

4. Enter your **username** (firstname.lastname) and click on **Submit**.



The screenshot shows the Pacifica Graduate Institute logo at the top. Below it is a light gray box with the heading "Forgot your password? We can help!". Underneath the heading is a sub-heading: "Enter your username below and we will send you a password reset link to the email address associated with your username." Below this is a label "Username \*" followed by a yellow text input field containing "demo.student". A red arrow points from the input field to a blue "Submit" button. To the right of the "Submit" button is a gray "Cancel" button.

5. You will see a confirmation page instructing you to check your email inbox for the password reset link. The email address you should check is the email address associated with your D2L account.



The screenshot shows the Pacifica Graduate Institute logo at the top. Below it is a light gray box with the heading "Password Reset Email Sent". Underneath the heading is the sub-heading "Confirmation". Below this is a paragraph: "We received your request for a password reset link. You should receive the email soon." Below this is a red "Note" section: "Note: If you do not receive the email in a few minutes, this could be because:". Below the note is a bulleted list of reasons: "You mistyped your username", "Your account's external email address is not set or is incorrect", "This request is too soon after your last request", and "The email was delayed or routed to your junk email folder". At the bottom of the page is a blue link: "Go to login page".

6. Navigate to your email inbox to view the password reset notification. Click on the **“Reset my password”** link. Note that this reset link expires 72 hours after your initial reset request.

## **Pacifica Graduate Institute: Login Information**

IT Support

Sent: Fri 4/20/2018 2:38 PM

To: 

Greetings Demo,

To reset your password for Pacifica Graduate Institute eLearning account, please click the reset password link below and follow the on-screen instructions. Note: The reset password link expires 72 hour(s) after your initial request is submitted.

[Reset my password](#)



Sent: Friday, April 20, 2018 2:38 PM PDT

If you have any additional questions, please contact the IT support line at 805 679-6199 or email your questions to [itsupport@pacific.edu](mailto:itsupport@pacific.edu). Thank you, The Pacifica IT Department

7. You will be prompted to choose a new password. Enter your username and your new password. Note that your password must be between **8-50 characters** in length. Click on **Submit**.



## Choose a New Password

Enter a new password. Password must be between 8 and 50 characters in length.

Username \*

New Password \*

Re-enter Password \*

[View password requirements](#)

Submit

Cancel



8. A page will display confirming the successful reset of your password. Click on the **“Go to login page”** link to log in with your username and new password.



## Password successfully reset

### Confirmation

You successfully reset your password. You can now login using your new password.

[Go to login page](#)

