How Do I Retrieve A Lost Password?

There might come an occasion when you forget your password or for some reason your password doesn’t work.

Please note if you've recently changed your password in Your Profile and are having trouble logging in with both your old password and new password we recommend you try the following:

1. Log into your Edublogs account using a different web browser such as Chrome or FireFox
2. Clear your private data such as saved passwords in your web browser -- procedure varies depending on web browser. Search Help using the term ‘clearing private data’ for instructions.

Here are the steps you need to follow to get a new password.

1. Click on the Lost Your Password? Link on your login screen or on the Edublogs homepage (http://edublogs.org/)

2. Enter your username or email address and click Get New Password

3. Now check your email for a confirmation email -- this should arrive within 30 minutes. Make sure you check your spam folder just in case it is marked as spam.

4. Click on the link in the confirmation email to reset your password -- this should take you to a new window where you see a message that says check your email for a new password
5. Now check your email for a second email that contains your new password -- this should arrive within 30 minutes.

- Make sure you check your spam folder just in case it is marked as spam.
- Spam filters, especially strict ones for institutional email addresses, often block the second email which contains your password while letting the first confirmation email through.

If you are unable to reset your own password please send an email to support[at]edublogs[dot]org so it can be manually reset for you.

Please include the following details in the email:

- Your username
- Email address attached to username
- Your Blog URL
- Please include an alternative email address -- in case your filter also blocks emails from Edublogs support