



THE *johnpraed*  
FOUNDATION

Online Academy



## RETURNING USERS TO TCOM TRAINING

Logging in for the first time since the site transition?

*This resource is for users who had an account on the previous training platform (LearnerNation) and HAVE NOT yet logged into the new site. For NEW users to TCOM's online training, reference the **New Users** support handout.*

1. Enter **<https://www.tcomtraining.com>** into your browser.
2. Enter your email address and password
  - Email - *email address previously used*
  - Password - *password*
    - "password" is the default for returning accounts
3. Once you complete steps 1 & 2, you will be prompted to reset your password.
  - *Passwords must be 6 alphanumeric characters*
4. Select your agency using the following filters:
  - Country
  - Region
  - Agency
    - Begin typing. Your agency name will autopopulate.
    - IF your agency is not listed, contact [support@tcomtraining.com](mailto:support@tcomtraining.com) to add it as an option.
5. Your account is now reactivated and your password reset to that of your choosing.

Sign Up.' Below this are two input fields: 'Email or Username' and 'password'. The 'password' field has the word 'password' written in red. Below the fields is a green 'Login' button and a blue link 'Forgot your password?'. At the bottom, there is a blue link 'Need help? Contact Us'."/>

### Forgot your Password?

Click on the "Forgot your password?" link below the log-in fields. Enter your email and the system will send you a message with reset instructions.