



THE *johnpraed*  
FOUNDATION

Online Academy



## PASSWORD RESET

Prior to resetting your password please ensure the following Technical Requirements have been met.

- Ensure you are using a compatible browser (Google Chrome, Mozilla Firefox, Safari or Microsoft Edge)
- Server Whitelist: To receive emails and updates from the training site, contact your IT department to add the following domains: .shoox.com and .tcomtraining.com

1. On the login page at [www.TCOMTraining.com](http://www.TCOMTraining.com), click on the "Forgot your password?" link.

2. **Recover your password:** Be sure to complete the information requested on the following page:


- ENTER the **email address** previously used
- CHECK the **I'm not a robot** prompt
- CLICK **Recover**

The next page notifies you to check your email for further instructions.

*Note: If you do not recall the email address you used to originally register for the training site, contact the support desk, [support@tcomtraining.com](mailto:support@tcomtraining.com).*

If you Already Have an Account, Fill in your Email Address To Recover your Password.

Email

I'm not a robot 

[Recover](#) [Back to login page](#)

3. **Email Verification.** Check your email. Email verification prevents others from changing your password using your contact information.

- The email will be coming from **no-reply@shoox.com**
- CLICK the **"Reset password"** link found directly in the email message in blue. This link will redirect to your browser.
- Read through the confirmation message and CLICK **"here"**

4. **Temporary Password:** Another email will be sent with a *temporary password*. Return to the login page at [www.TCOMTraining.com](http://www.TCOMTraining.com) and CLICK **Login**.

- ENTER the **temporary password** provided
- SELECT your **new password**
- RETYPE your **new password**
- CLICK **Change**

Change Your Password

Temporary Password

New Password

Retype New Password

[Change](#)