

Forgotten Username or Password Instructions

Step #1 - Go to the website:

www.homeworkhelp.ilc.org



Step #2 – Click the Log In button

Log In

Step #3 – Click “Forgot Username” or “Forgot Password”

Forgot Username Forgot Password
Username Password Log In
Log In

Step #4 - Your e-mail address

- ❖ If you entered an email address when you registered, enter it in the email field. Click **Send**. Open your email.
- ❖ If you did not enter an email address, scroll down.

Forgot Your Username or Password?

No problem. We'll email it to you at the address below.

Email Address:

Send

Step #5 – No Email

- ❖ Set **Type of User** to **Student**.

No email address?

No problem! Re-register here:

Type of User: Student

Step #6 - Ontario Education Number (OEN)

- ❖ Please obtain this number from your teacher.
- ❖ The OEN is also located on your report cards.

Ontario Education Number (OEN):

XXXXXXXX, e.g. 555444222
or
XXX-XXX-XXX, e.g. 555-444-222

Step #7 - Date of Birth

- ❖ Enter your date of birth.
- ❖ Click the **Re-register** button.

Date of Birth: Month Day Year

Re-register

Step #8 - Profile

- ❖ Your profile will open and you will see your Username.
- ❖ Click **Change Password** if you have forgotten it.
- ❖ Enter an email address if you wish. **(optional)**
- ❖ Save your changes.

Profile

Welcome back. Your account has been reactivated.

Username: OAKTREE

Password: Change Password
Please change your password.

Email Address:
Please enter an email address.

Type of User: Student

Email Notifications:
 Site Management.
 Learning Newsletters.
 What's New.

Save Changes

Notes:

- ❖ Your username cannot be changed unless it gives away your identity. The ILC will only change Usernames which include a student's name. Contact them here registrationhelp@tvo.org.

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