# Recovering your LiveText Password

Your LiveText username and password are not synchronized with your Alverno password. In most instances, you will be accessing LiveText using a link in Moodle. If you forget your LiveText username and or password, these instructions will help you gain access to your LiveText account.

| Task  | Screen Shot |
| --- | --- |
| Open Firefox and navigate to <www.LiveText.com>.1. Click on the Login link in the upper right hand corner of the screen.
2. Click Forgot Password.
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| 1. Type your Alverno email address in the text window, and click Continue.
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| 1. Click the top option to have LiveText send an email to your Alverno email.
2. Click continue.
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| 1. Open your Alverno email, and look for an email from support@livetext.com. The email will remind you of your LiveText username.
2. Click one of the links in the email and you will be taken to the Reset Your Password screen.
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| 1. Enter your new password twice, and click Continue.
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| 1. You will receive a message confirming that your password has been reset and a link to access your LiveText account.

Note: the first time that you click on a LiveText link in Moodle, you will be asked to enter your LiveText username and password. |  |