

# Recover Username and Password in Cornerstone DOR SLF-eLearning

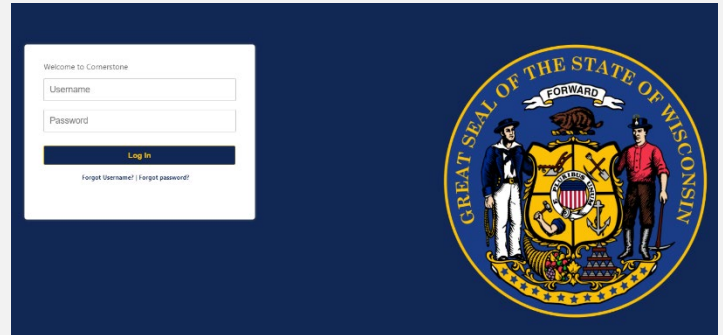
If you have a new email address or cannot locate/remember your username or password, follow the recovery steps below.

## Forgot your username

Your username is the unique email address you used to create your Cornerstone account.

### Step 1: Log in

- Attempt to log in to Cornerstone: [State of Wisconsin Cornerstone LMS \(csod.com\)](https://csod.com)
- Click "Forgot Username?" and follow the prompts
- Check your email. If the email address isn't recognized in the system, you won't receive an email, go to Step 2



### Step 2: Contact us to update your username

- Email [bapdor@wisconsin.gov](mailto:bapdor@wisconsin.gov) with the following information:
  - Previous Cornerstone username (email address)
  - Your full name (First, Last)
  - Assessor certification number
  - The email address you'd like to use as your new Cornerstone username
- Allow up to three business days for a response

## Forgot your password

### Steps:

- Click "Forgot password?"
- Enter username (email address) as your login credential and follow prompts
- Select "Submit" to reset your password

