

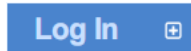
Forgotten Username or Password Instructions

Step #1 - Go to the website:

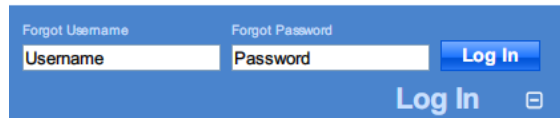
www.homeworkhelp.ilc.org



Step #2 – Click the Log In button



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



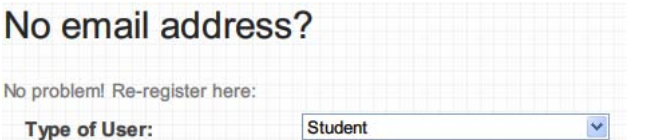
Step #4 - Your e-mail address

- ❖ 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.



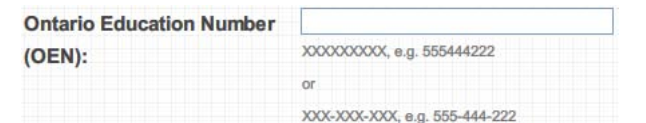
Step #5 – No Email

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



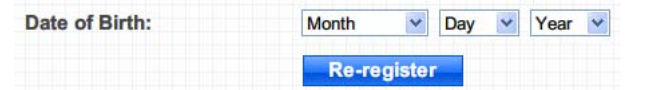
Step #6 - Ontario Education Number (OEN)

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



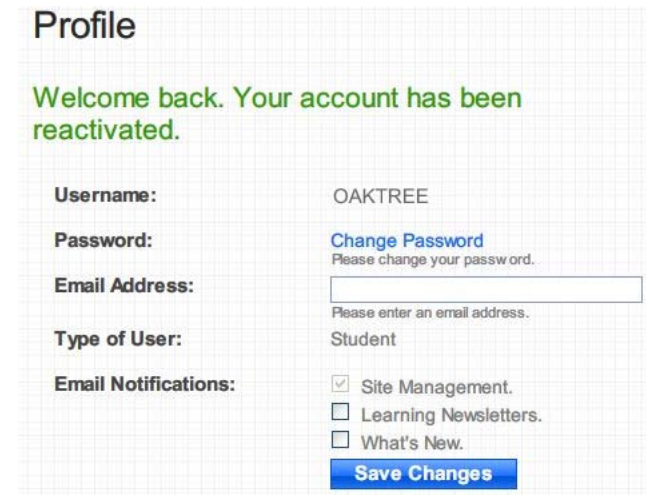
Step #7 - Date of Birth

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



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.



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.
- ❖ For further information, please contact:
Amanda Allison e-Learning Contact
 Hastings and Prince Edward District School Board
 (613) 966 1170 ext 2113