

# Forgotten Username or Password Instructions

Step #1 - Go to the website:

[homeworkhelp.ilc.org](http://homeworkhelp.ilc.org)



Step #2 – Click the Log In button

Log In

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

Forgot Username	Forgot Password	Log In
Username	Password	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):

XXXXXXXXXX, 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](mailto:registrationhelp@tvo.org).
- ❖ For further information, please contact:  
**Mr. R. Davidson e-Learning Contact**  
Bluewater District School Board  
(519) 363 – 2014 ext. 2148

