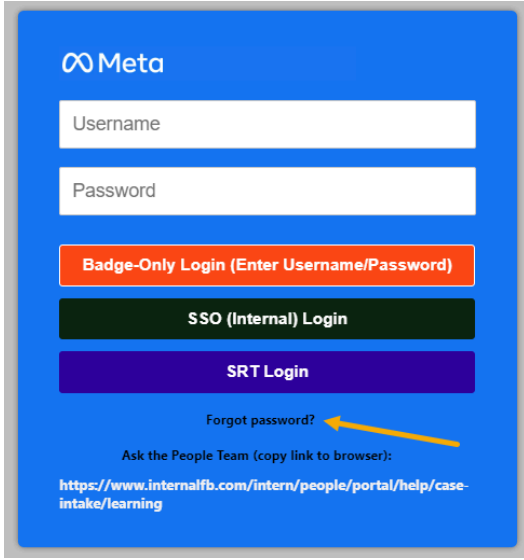
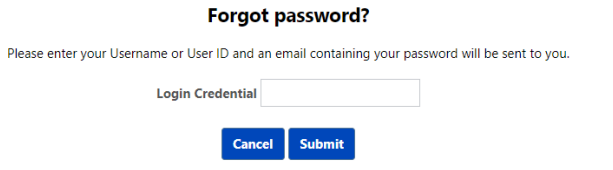


## Badge-Only Password Reset and Login Instructions

### Reset Your Password

If you do not remember your password, follow these instructions:

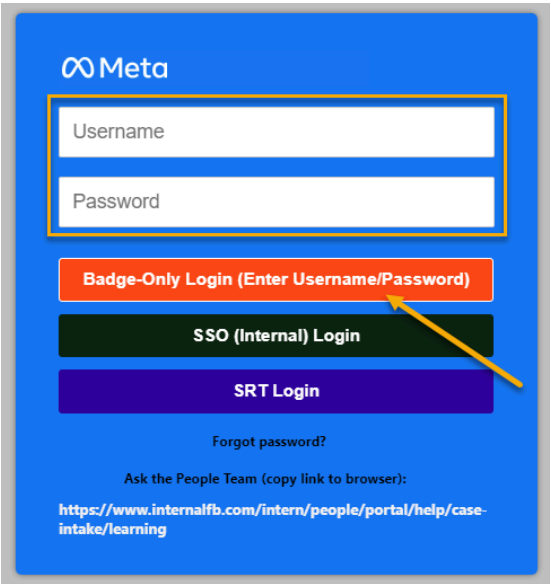
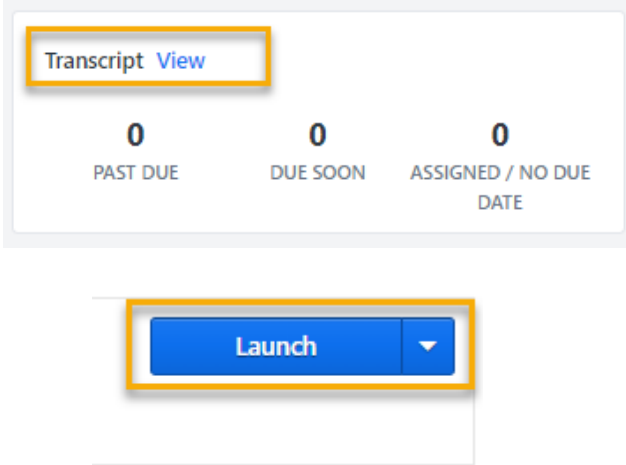
**Before you start** – it is important to **make sure only one tab is open in the CSOD training portal** when requesting the password reset else it may cause a corruption of the security token in cache.

<p><b>1</b></p> <p>Copy/paste the URL: <a href="https://facebook.csod.com/">https://facebook.csod.com/</a> Click '<b>Forgot your password</b>' button at the bottom</p> <p>OR</p> <p>Copy/paste the URL: <a href="https://facebook.csod.com/ForgotPasswordAuthentication.aspx?corpName=facebook">https://facebook.csod.com/ForgotPasswordAuthentication.aspx?corpName=facebook</a></p>	
<p><b>2</b></p> <p>Enter your username in the '<b>Login Credential</b>' field Click '<b>Submit</b>'.</p> <p>An email with the Subject line "<b>Reset your Meta Learning password</b>" will be sent to your <i>CSOD Registered Email Address</i> and will contain the link to reset password.</p> <p>Set your new password, then log in using your username and new password (see instructions below).</p>	

The **Password Reset** link is valid for 24 hours. If a password reset email is not received within 3-4 hours, check your junk/spam folder. Please wait for at least 24 hours before you request another password reset else it will invalidate any previous requests.

## Accessing your Training

For the best experience, always access training through your transcript on the CSOD training portal. Once you have signed in, follow these instructions to access your transcript:

1.	<p>Copy/paste the URL: <a href="https://facebook.csod.com/">https://facebook.csod.com/</a> Log in using your username and new password Click on the <b>'Badge-Only Login'</b> button.</p>	
2.	<p>On the Learner Home Page</p> <p>Please scroll down to the Transcript Widget.</p> <p>On the transcript widget you will find the view option. Click on <b>'View'</b> to access your transcript. All assigned training will appear on this page.</p> <p>Click <b>'Launch'</b> next to the training you want to take. The training will open in another tab.</p>	
3	<p>When you complete your training, <b>we recommend you take a screenshot of the completion page</b> to verify course completion in case you run into any connectivity issues. Should this happen, send us the screenshot and we will mark your course 'Completed'. Once the training shows in the 'Completed' section of your transcript, the screenshot can be discarded.</p>	

Please reach back out to us if you have further issues.

Thanks,  
Global Compliance Learning Operations Support Team