

 CRM Knowledge

[IK] - Forcing a Password Reset for NWP when Registration Email is not Sent

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Question:

What should I do if the customer is not receiving their registration email or forgot password email when trying to login to New WileyPLUS?

Answer:

If a customer has walked through the registration process and they have not received their welcome email we can locate the User in CAP and select the 'Send password reset email' button. This will force the email to be sent, allowing the customer to properly access the course.

This option can also be used if a customer has forgotten their password and they are not receiving the email using the Forgot Password link.

Personal info:


User type:	Wiley
User profile ID:	143011
First name:	BARRY
Last name:	ALLEN
User email:	ballen@wileyplus.com
Password:	Send reset password email
Role:	Student
Student ID:	N/A

Information

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Summary 

URL Name

IK-Forcing-a-Password-Reset-for-NWP-when-Registration-Email-is-not-Sent

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Tags

product technical support, New WileyPLUS, CAP, registration, nwp

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