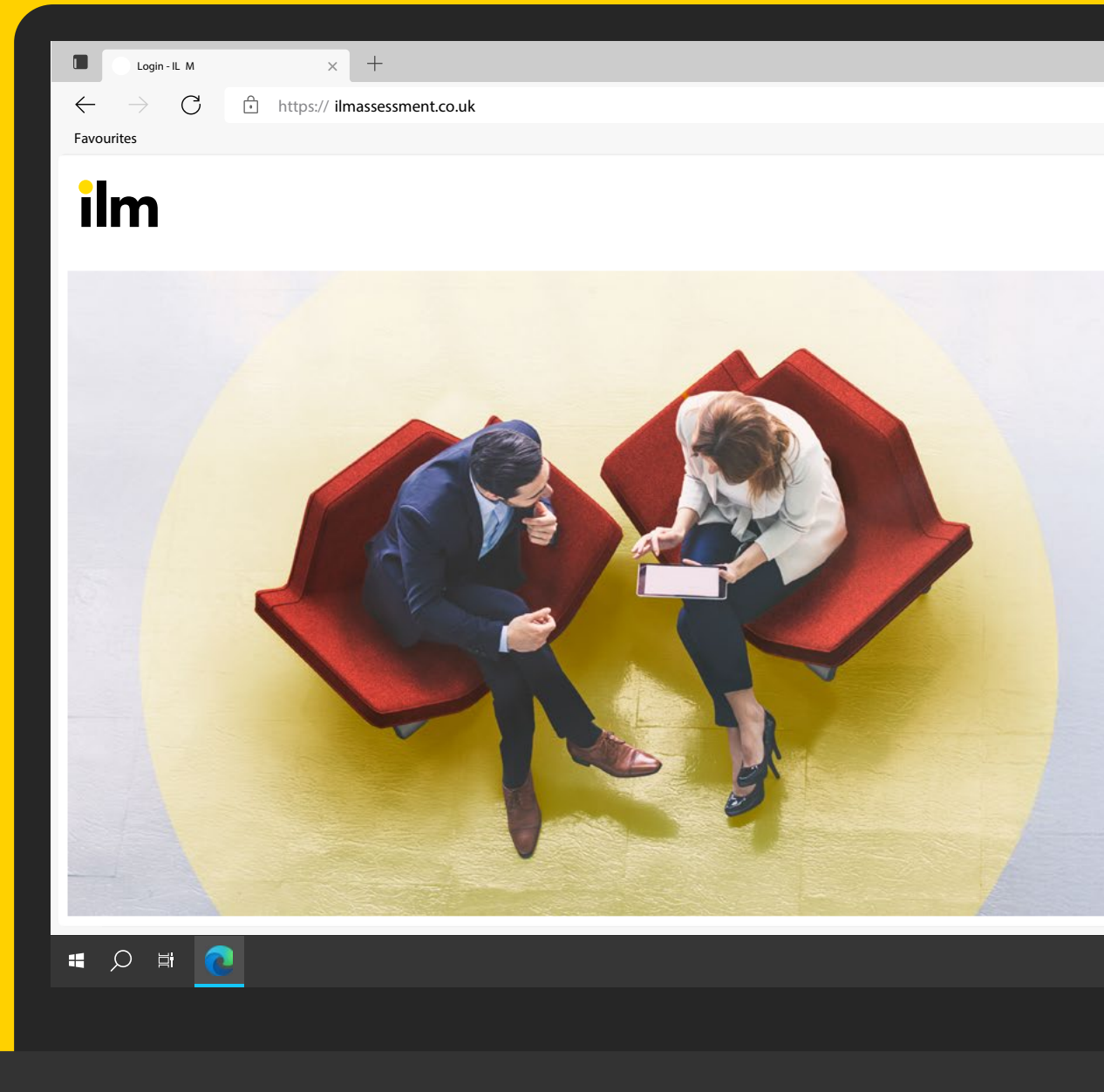




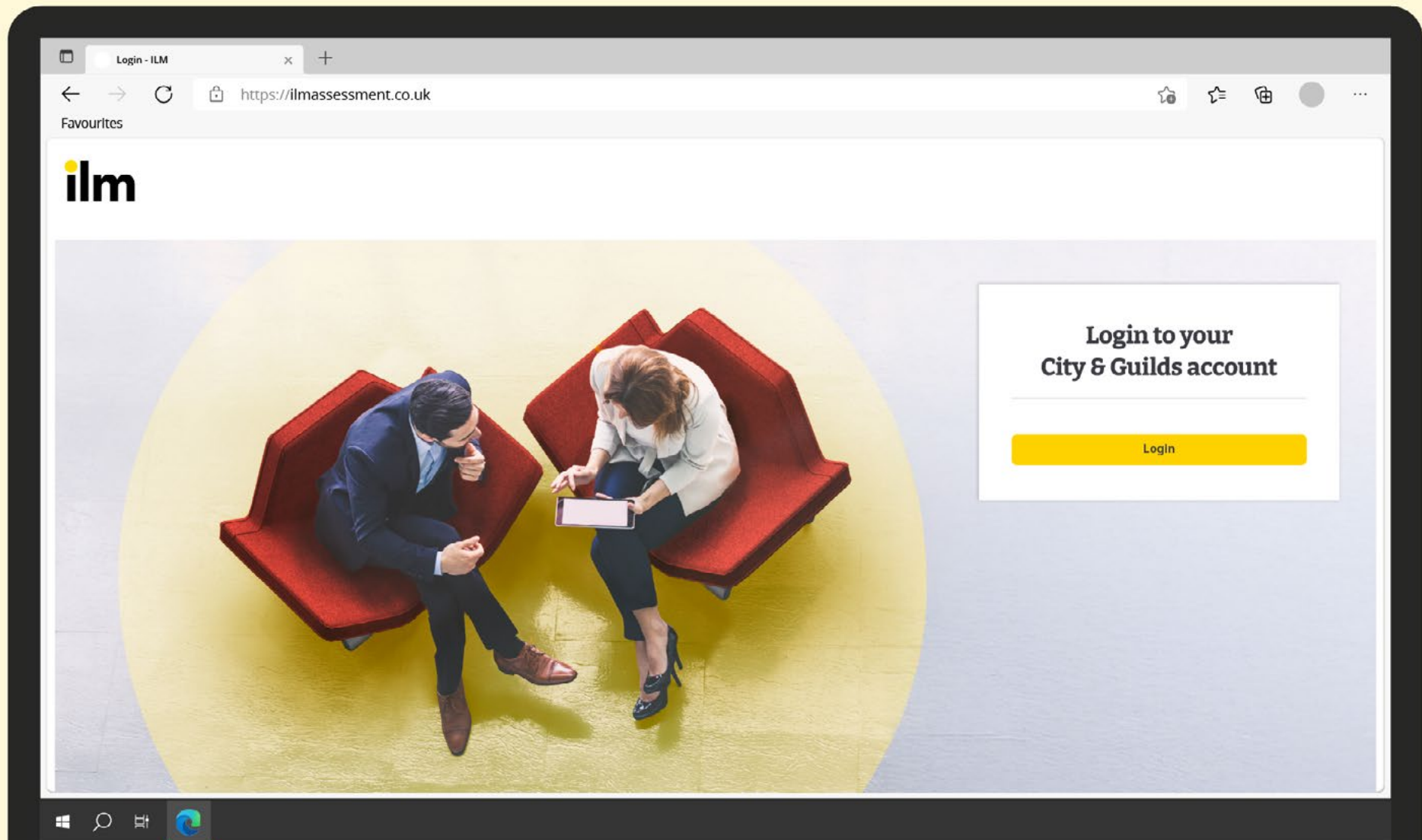
# How to reset your password

Existing user self-serve



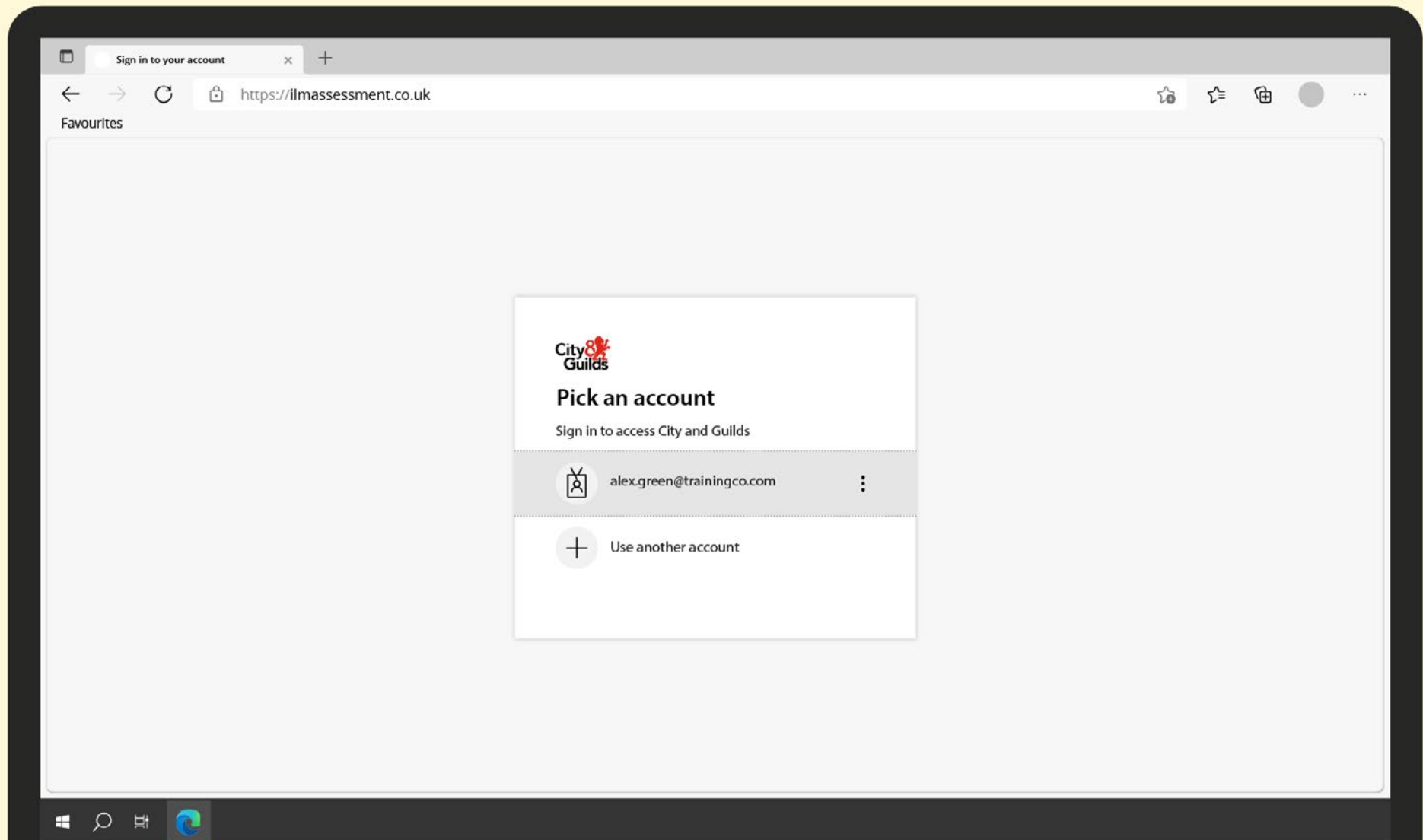
# 1.

Go to the platform and click 'Login'.



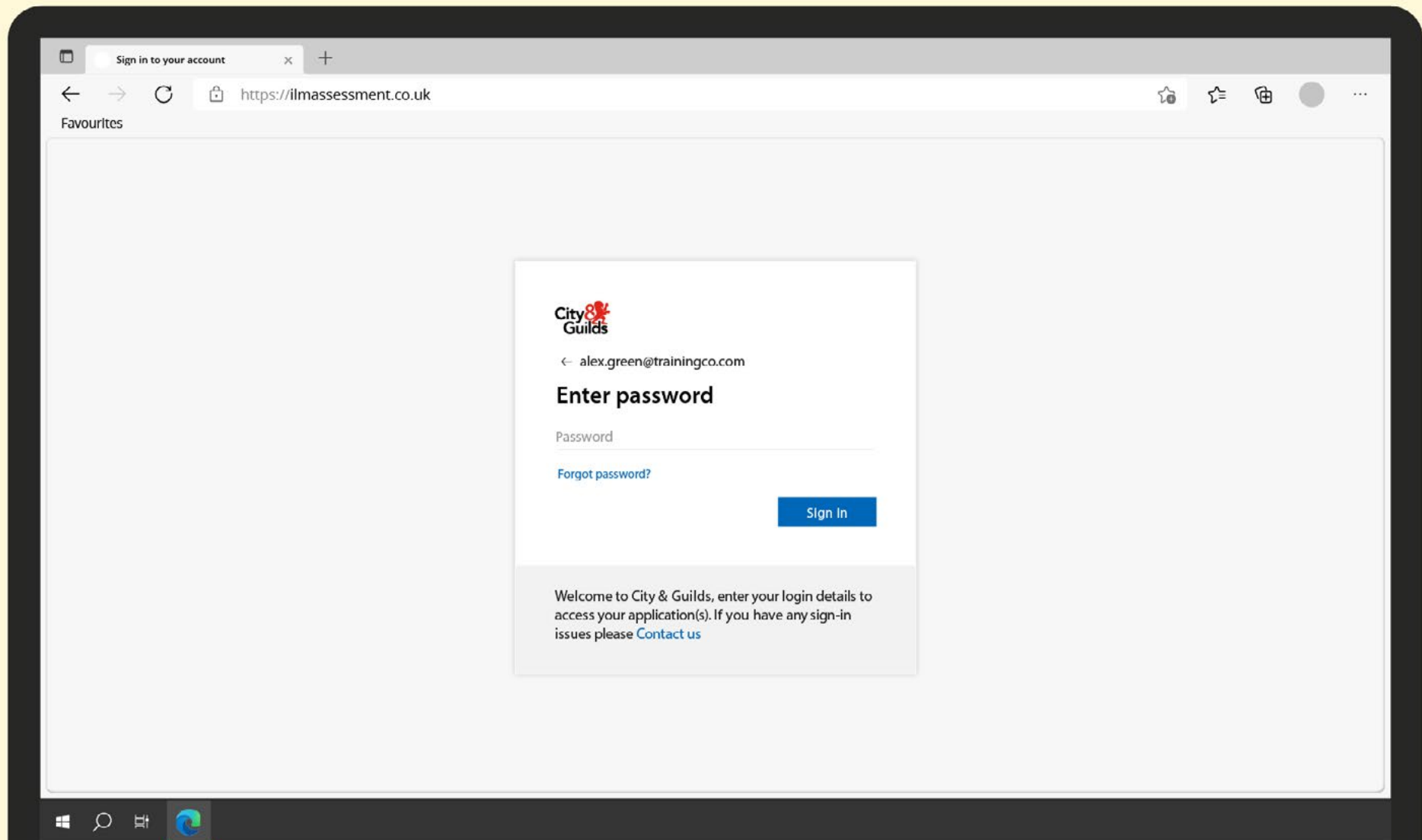
## 2.

Select your account.



### 3.

Click 'Forgot password?'.



## 4.

You will receive an email with an account verification code. Copy the code from the email.

City and Guilds

### Account verification code

To access **City and Guilds** apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

**Account verification code:**

13783806

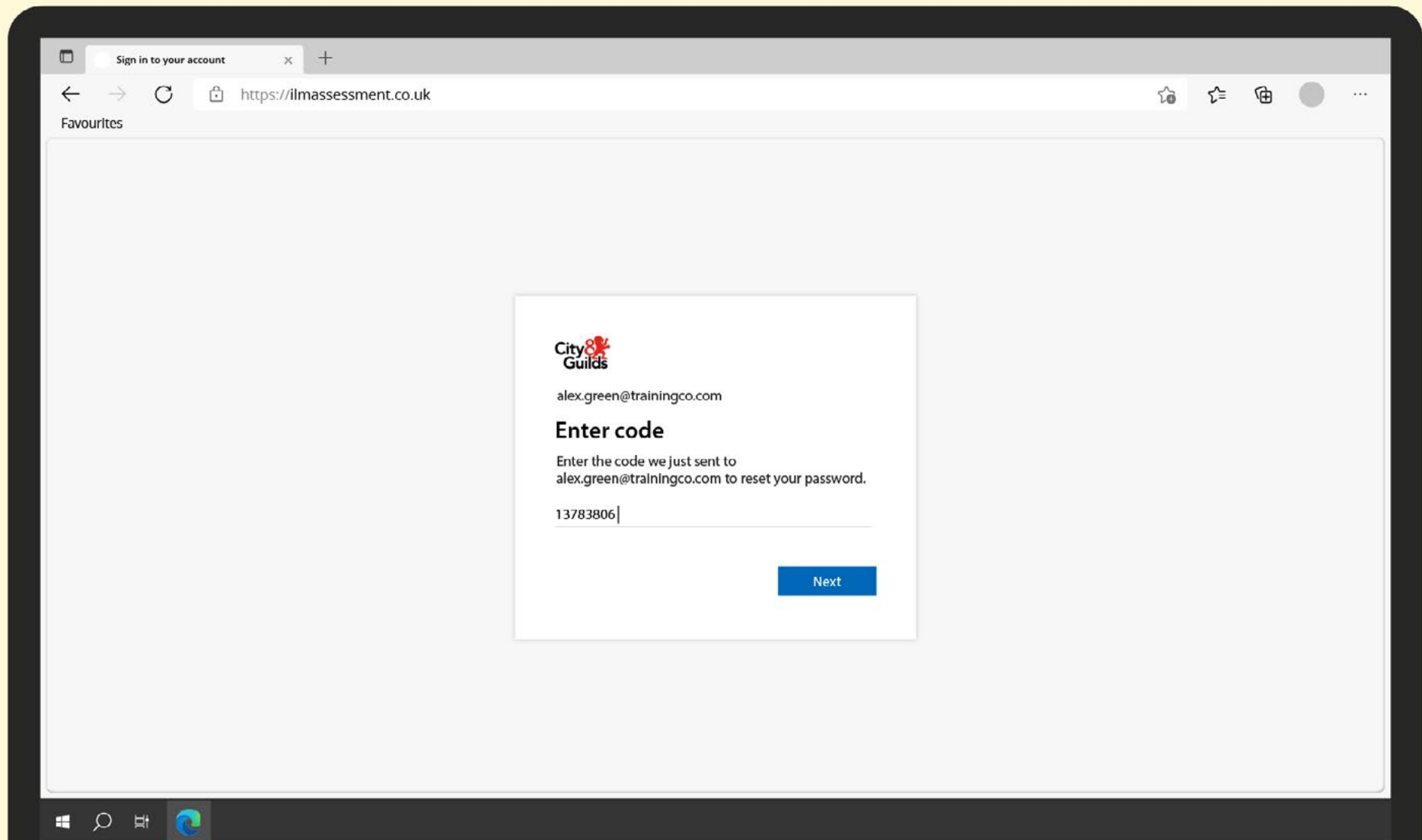
If you didn't request a code, you can ignore this email

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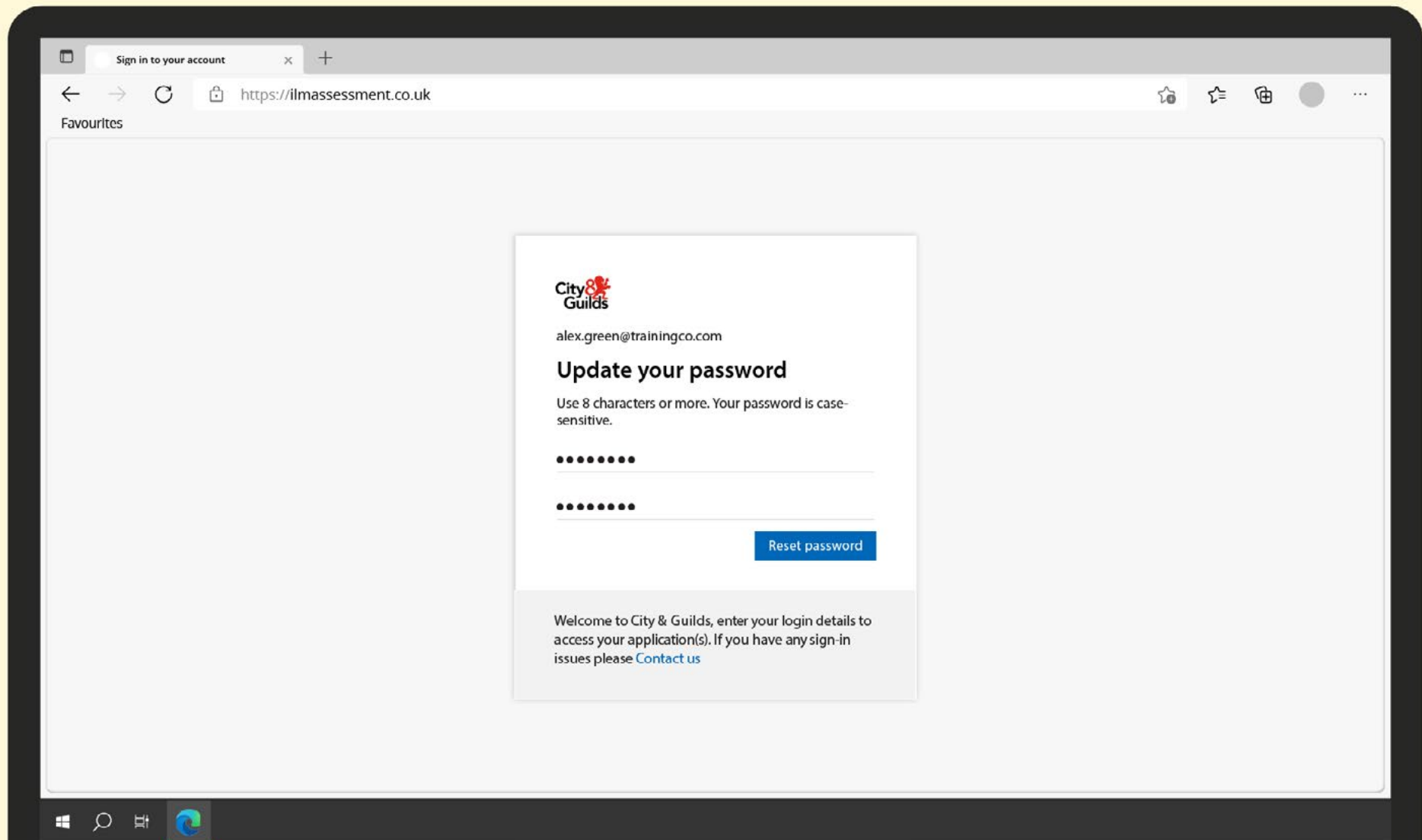
## 5.

Enter the account verification code where prompted and click 'Next'.



## 6.

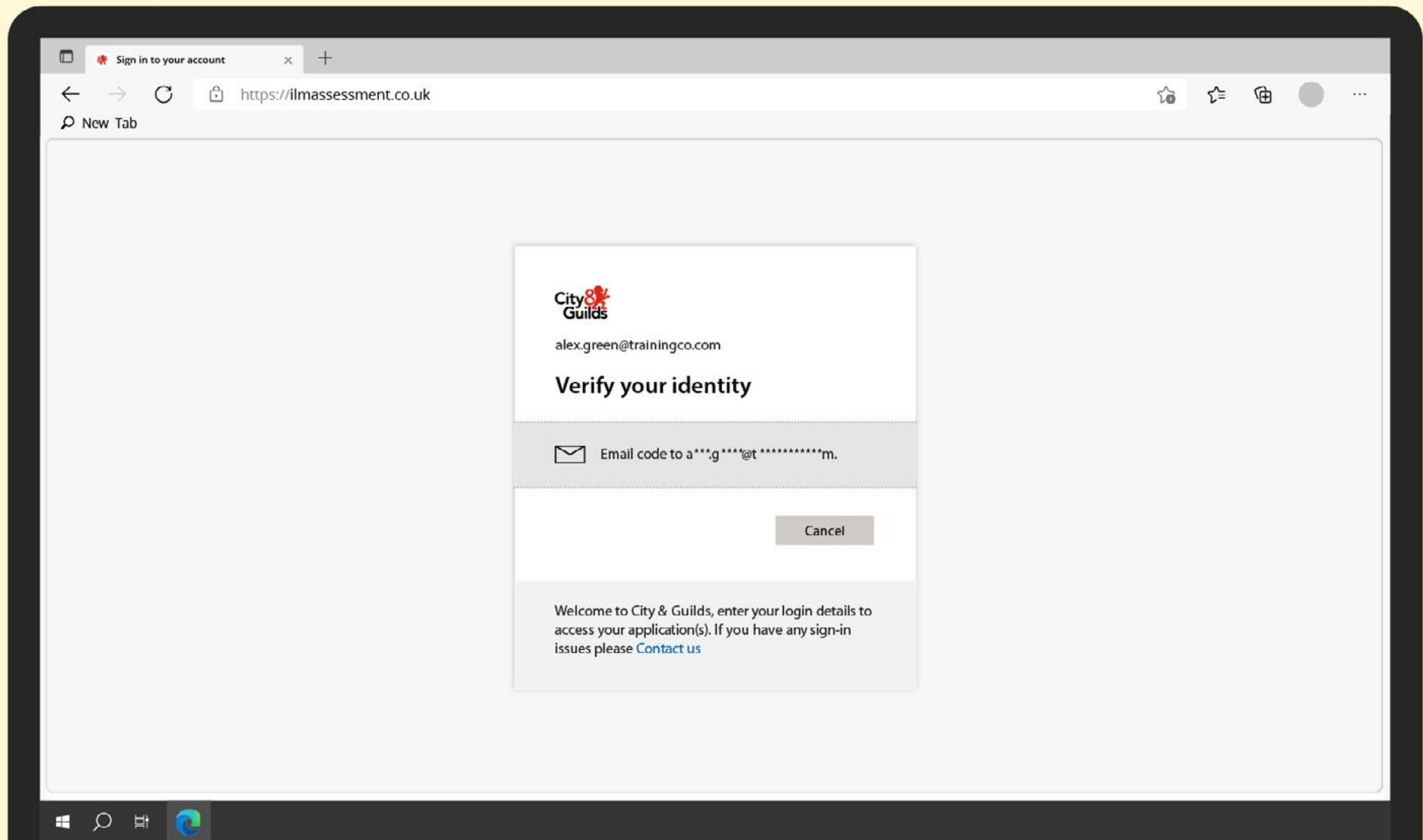
Create and confirm a new password. Your new password needs to be at least 8 characters long and include 3 out of 4 of the following types of characters: lowercase characters, uppercase characters, numbers or symbols. Click 'Reset password'.



The screenshot shows a web browser window with the address bar displaying <https://ilmassessment.co.uk>. The page title is "Sign in to your account". The main content area features the City & Guilds logo, the email address `alex.green@trainingco.com`, and the heading "Update your password". Below the heading, a message states: "Use 8 characters or more. Your password is case-sensitive." There are two password input fields, each represented by a series of dots. A blue button labeled "Reset password" is positioned to the right of the second input field. At the bottom of the form, a welcome message reads: "Welcome to City & Guilds, enter your login details to access your application(s). If you have any sign-in issues please [Contact us](#)".

# 7.

Verify your identity by selecting to receive a code via email.





## 8.

You will receive an email with an account verification code. Copy the code from the email.

City and Guilds

### Account verification code

To access **City and Guilds** apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

**Account verification code:**

**24894917**

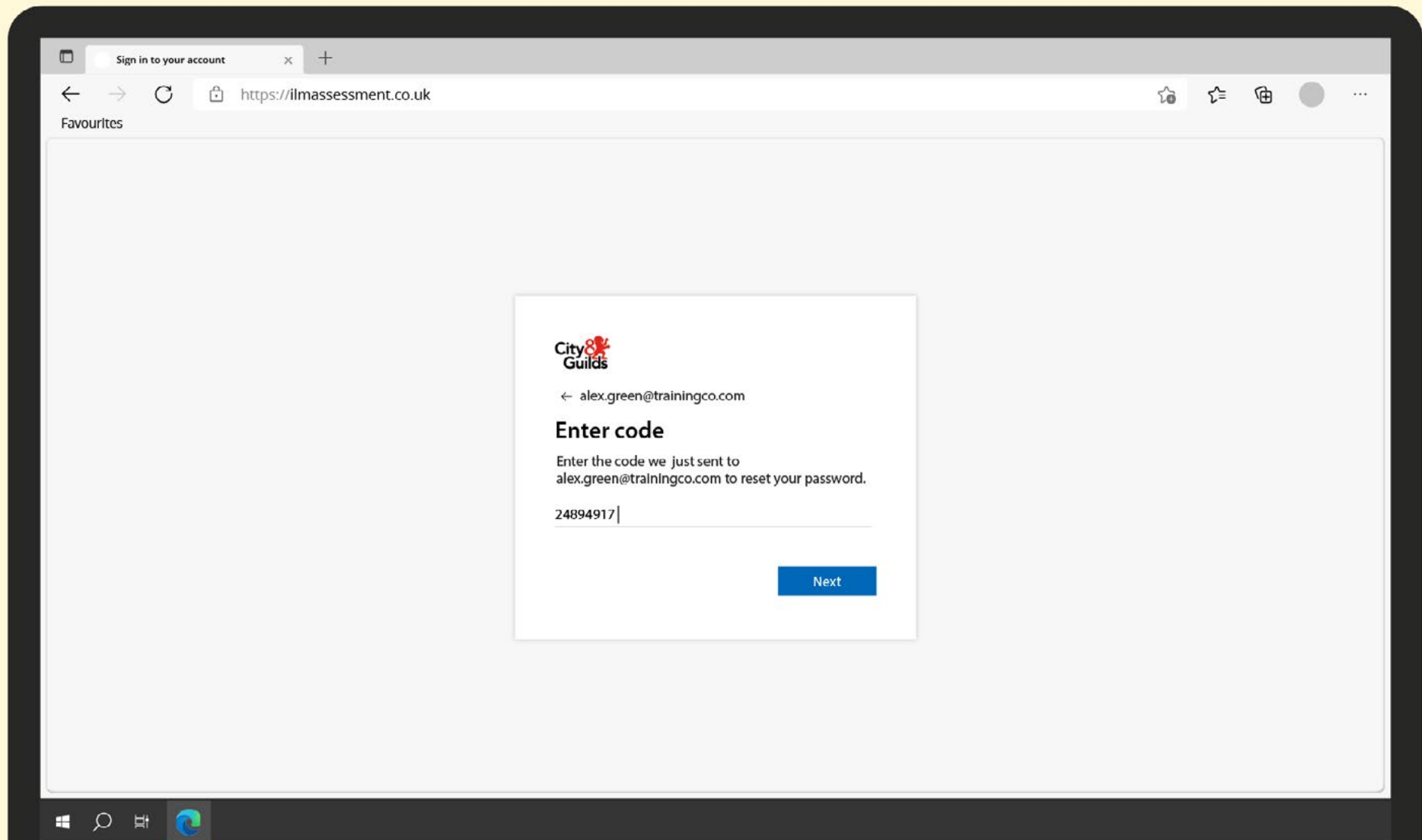
If you didn't request a code , you can ignore this email

[Privacy Statement](#)

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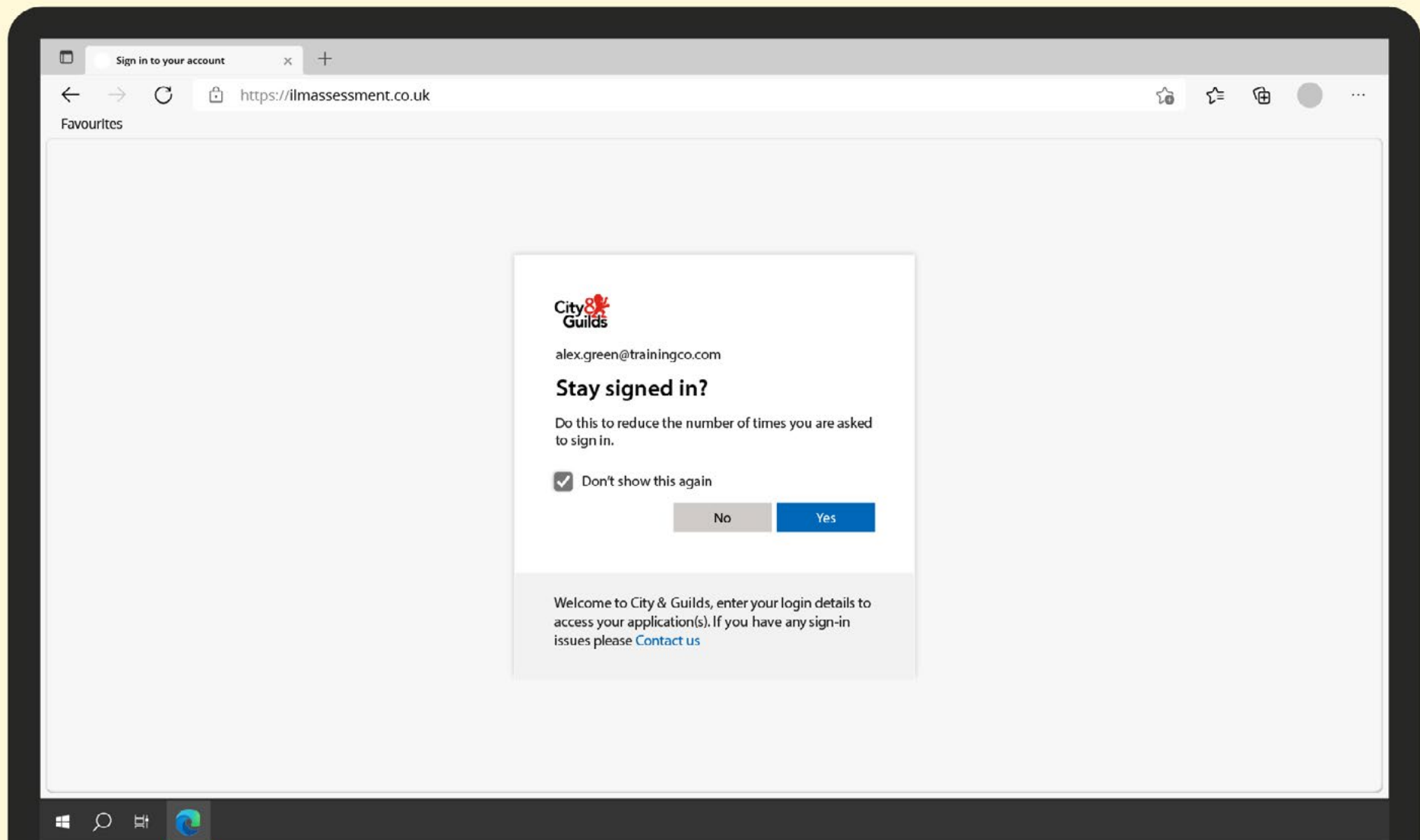
## 9.

Enter the account verification code where prompted and click 'Next'.



# 10.

Select 'Yes' to stay signed in for easy access next time.



# 11.

Now you're back in and ready to start your session.

The screenshot shows a web browser window with the URL <https://ilmassessment.co.uk>. The page features the ILM logo and navigation links for **ASSESSOR DASHBOARD**, **MANAGE**, and **LEARNER**. The main section is titled **List of Assessments - Assessor** and includes a **Clean Filter** button. Below this is a table with the following columns:

ID ▼	Batch ▼	Assessor SLA ▼	Centre ▼	ENR ▼	Learner ▼	Unit ▼	Type ▼	Lead Assessor		Assessor		Status ▼	Action
								Result ▼	Mark ▼	Result ▼	Mark ▼		

The table body is currently empty.



## About ILM

ILM, a City & Guilds brand, is the leading specialist in leadership, management, coaching and mentoring qualifications in the UK. ILM offers a specialist suite of qualifications ranging from Level 2 to Level 7, which are awarded by The City and Guilds of London Institute. ILM also specialises in assessment, learning content, and accreditation of training.

We believe that great leaders can come from anywhere. Developing great leaders at all levels is what makes organisations great places to work and with the right support, anyone can grow and develop to make a real difference. Which is why we help people at every stage of their careers to realise and apply their potential, so that the organisations they work for can reap the benefits.

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