

## I am having trouble logging into the eLearning Centre

Julian Appel - 2023-07-10 - Technical Issues

### **I am having trouble logging into the eLearning Centre - What should I do?**

If you are unable to log into the eLearning Centre, there are a number of things you can try on your own while waiting for your support request to be answered.

- 1 . First be sure that you are accessing the correct link: <http://learning.desouzainstitute.com/>
- 2 . Try using a different web browser -You can find more information here: [Cannot View de Souza Institute Websites or Links](#)
- 3 . Try logging into the eLearning Centre using this link: <https://learning.desouzainstitute.com/login/>

Finally, if you have forgotten your password, please use the password recovery link below to reset your password: <http://links.desouzainstitute.com/forgotpassword>

A new password will be emailed to you within a few minutes. Please make sure to change your password to a word of your choice once you have successfully logged in.

Note: this username (email address) and password will allow you to access our other sites as well (e.g. My Account and Virtual Library).