**Step 1:** Visit [cme.uchicago.edu](http://cme.uchicago.edu) and click “Visitor Login” on the top right-hand side of our homepage:

![Visitor login button](image)

**Step 2:** Click on “Forgot Password”.

- **Username**
  
  Enter your Center for Continuing Medical Education username.
  
  ![Username field](image)

- **Password**

  Enter the password that accompanies your username.
  
  ![Password field](image)

- **Forgot password?**

  ![Forgot password button](image)

- **Log in**

  ![Log in button](image)

- **Not registered yet? Create an account**

**Step 3:** Enter the username or e-mail address associated with your account and complete the CAPTCHA. Proceed by clicking “Continue”.

**Reset user password**

- **Enter your username or e-mail. For help, click here.**
  
  ![Username or e-mail field](image)

**CAPTCHA**

This question is for testing whether or not you are a human visitor and to prevent automated spam submissions.

**Math question**

Solve this simple math problem and enter the result. E.g. for 1+3, enter 4.

1 + 2 = 

![Math question field](image)

**Continue**
Step 4: You will receive a one-time login link at the e-mail associated with the account. Click it. If you don’t see the e-mail:

- Give the e-mail a couple of minutes to populate in your inbox.
- Check your junk/spam and make sure your network allows external e-mails.
- Ensure you’re checking the correct e-mail if you have multiple.

Step 5: The login link will populate the screen below (which includes your username in case you forgot it). Click “Log In” to change your password.

Step 6: You are now logged into your account. Change your password and hit “Save”!

- Please note that you will remain logged into your account after changing your password.
USERNAME & PASSWORD TROUBLESHOOTING TIPS

Don’t assume your username is your e-mail address.
- Learners with visitor accounts set their usernames. If your e-mail isn’t working as your username, you likely didn’t set it that way!

Are you sure you’re not already logged in?
- It’s a common occurrence that learners are trying to follow password reset instructions while logged in! If you’re on our website, look at the top right of the page. You’re already logged in if you see your name instead of the login options.

Your browser may be filling in outdated or inaccurate login information.
- If you’ve told your browser to remember any login information, it’s possibly filling in usernames and passwords that are outdated or for another site entirely. Try manually entering your username and password instead.

STILL HAVING TROUBLE?

A CME representative can assist you if you experience issues changing your password. However, CME representatives cannot change your password for privacy reasons. For more information, refer to our Privacy Policy: cme.uchicago.edu/CMEprivacyPolicy

For additional questions or assistance, contact us at cme@bsd.uchicago.edu.