

Preventative steps for avoiding TalentLMS logon issues

1. When logging on to TalentLMS, or trying to reset a password in TalentLMS, use the email address that was used to register you for the course. If you are using a UW email address, use that to log on to TalentLMS under the UW logon option. If you are registered for the course with a non-UW email address, use that address to log on to TalentLMS or reset your TalentLMS password under the non-UW logon option.

2. If you are using a UW email address, but don't remember your UW password, then reset your UW password. Contact UW-IT Help at help@uw.edu or 206-221-5000 for assistance with resetting your password or re-activating your UW account.

3. If you are using a UW email address, set your UW email forwarding preferences.

3.1. To set up email forwarding, logon to <https://uwnetid.washington.edu/manage/?forward>

3.2. Read and follow the forwarding rules. Then, if appropriate, set up forwarding to your preferred email address.

3.3. Confirm forwarding is working by sending a test message to your UW email account.

3.4. If you don't find the email, check your Spam, Clutter and Junk folders.

4. If you are using a UW email address, enter your first and last name in the UW's Identity system. **This will help the issue if it immediately logs you out.**

4.1. To update your UW account information, log on to <https://identity.uw.edu> with your UW Net ID and password.

4.2. After you log on, click the Edit option under Preferred Name.

4.3. In Preferred Name, fill in the fields for First Name and Last Name and then click Agree and Save.

4.4. After saving your account information, allow **6 hours** for the system to update. Then, try logging on to TalentLMS again with your UW Net ID and password.