

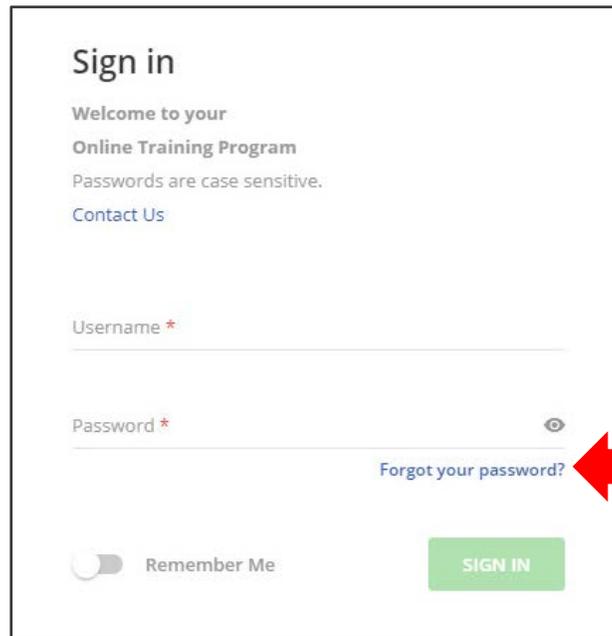
## Verify your Username or Email Address

If you enter the wrong username or password when you attempt to log in, you'll receive an error. By using the process described here, you can determine if your username or email address is associated with a user account. Once they've been verified, you can log in with your username, and, if so desired, reset your password.

The screenshot shows the sign-in page for the Retail Learning Institute. At the top left is the logo for the Retail Learning Institute by Coca-Cola. At the top right, it says 'LANGUAGE: ENGLISH'. The main content area is titled 'Sign in' and includes a welcome message: 'Welcome to your Online Training Program. Passwords are case sensitive. Contact Us'. There are two input fields: 'Username \*' with the value 'tdemo' and 'Password \*' with masked characters. A 'Forgot your password?' link is below the password field. A 'Remember Me' toggle is off. A green 'SIGN IN' button is at the bottom right of the form. At the bottom of the page, a red error banner displays a warning icon and the text 'Wrong credentials provided'. The footer text reads 'powered by Retail Learning Institute'.

Use the following steps to **verify your username** is associated with a user account.

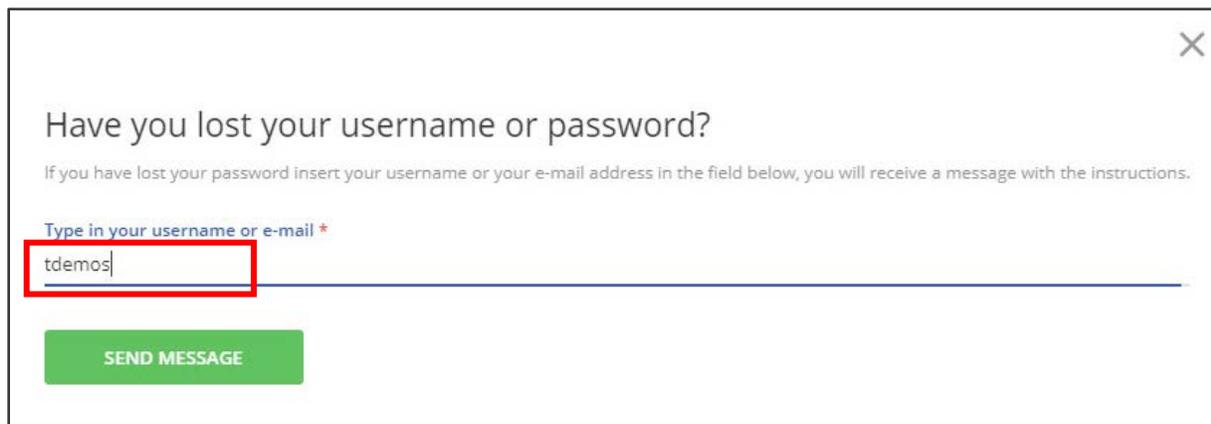
1. Select **Forget your password?** from the login page.



The screenshot shows a 'Sign in' form with the following elements:

- Header: 'Sign in', 'Welcome to your Online Training Program', 'Passwords are case sensitive.', and a 'Contact Us' link.
- Input fields: 'Username \*' and 'Password \*'.
- Links: 'Forgot your password?' (highlighted with a red arrow) and 'Remember Me' (with a toggle switch).
- Button: A green 'SIGN IN' button.

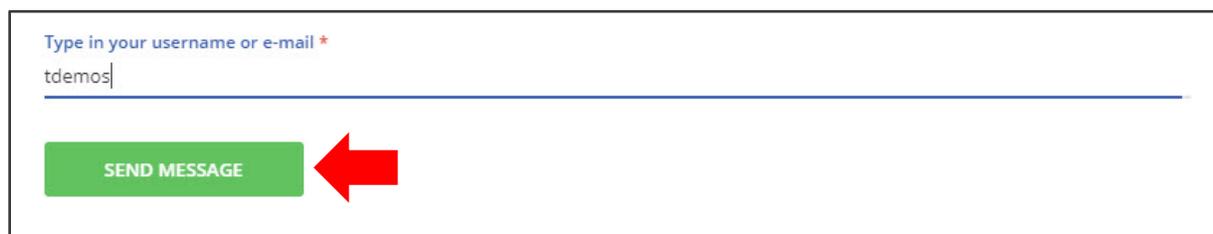
2. A new window appears. Enter your username.



The dialog box contains the following text and elements:

- Close button (X) in the top right corner.
- Title: 'Have you lost your username or password?'
- Instruction: 'If you have lost your password insert your username or your e-mail address in the field below, you will receive a message with the instructions.'
- Label: 'Type in your username or e-mail \*'
- Input field: Contains 'tdemos' (highlighted with a red box).
- Button: A green 'SEND MESSAGE' button.

3. Select **Send Message**.



This is a close-up of the 'SEND MESSAGE' button from the previous dialog box, with a red arrow pointing to it.

4. You'll receive one of the following:
  - An **error message** indicating the username was not found in the system.

*“Please make sure to enter a username or an email address of an existing user”*

✕

## Have you lost your username or password?

If you have lost your password insert your username or your e-mail address in the field below, you will receive a message with the instructions.

**Type in your username or e-mail \***

tdemos ▲

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Please make sure to enter a username or an email address of an existing user

SEND MESSAGE

*Want to try another username? Close this window to return to the login page; then select Forget your password? to try again.*

- A **confirmation page** to indicate the username is associated with a user account. Directions to reset your password has been sent to the email address designated for this account. If you already know your password, you may ignore the email.



LANGUAGE: ENGLISH ▾

✕



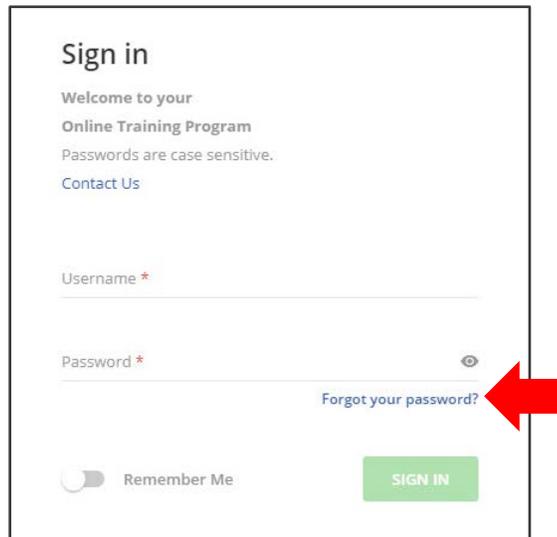
### Thank You.

We sent you an email with the reset link.  
Simply click on the link to reset your password

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Use the following steps to **verify your email address** is associated with a user account. If it is, a password reset link will be sent to your email, identifying the correct username.

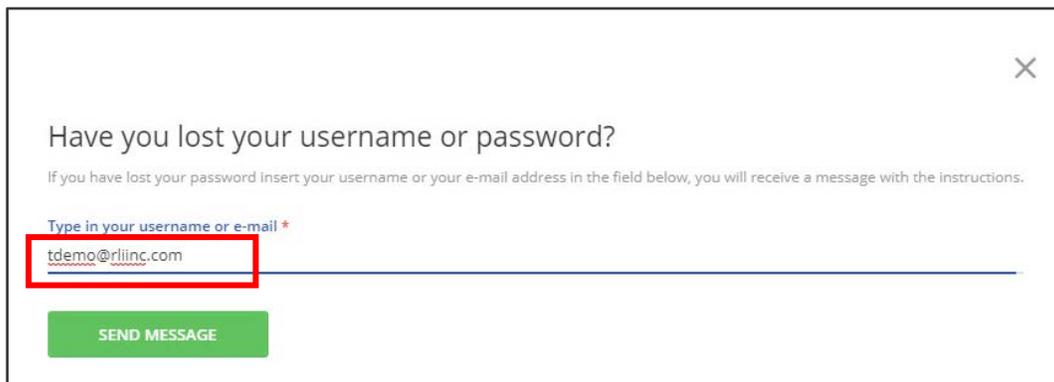
1. Select **Forget your password?** from the login page.



The screenshot shows a 'Sign in' form with the following elements:

- Header: 'Sign in', 'Welcome to your Online Training Program', 'Passwords are case sensitive.', and a 'Contact Us' link.
- Input fields: 'Username \*' and 'Password \*'.
- Links: 'Forgot your password?' (highlighted with a red arrow) and 'Remember Me' (with a toggle switch).
- Button: 'SIGN IN'.

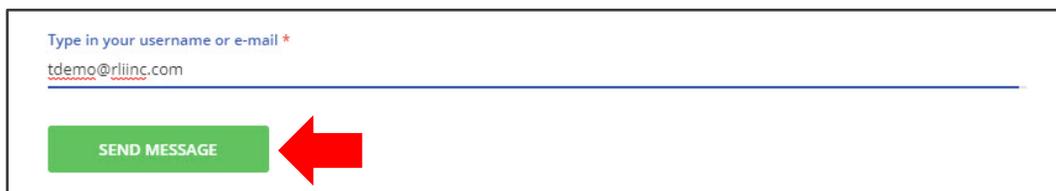
2. A new window appears. Enter your email address.



The dialog box contains the following elements:

- Close button (X) in the top right corner.
- Title: 'Have you lost your username or password?'
- Text: 'If you have lost your password insert your username or your e-mail address in the field below, you will receive a message with the instructions.'
- Label: 'Type in your username or e-mail \*'.
- Input field: Contains 'tdemo@rlinc.com' (highlighted with a red box).
- Button: 'SEND MESSAGE'.

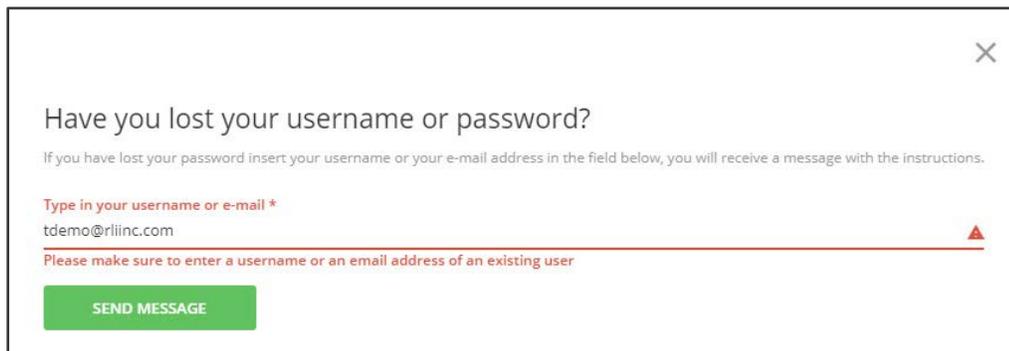
3. Select **Send Message**.



This is a close-up of the 'SEND MESSAGE' button from the previous dialog box, with a red arrow pointing to it.

4. You'll receive one of the following:

- An **error message** indicating the email was not found in the system.  
*"Please make sure to enter a username or an email address of an existing user"*



Have you lost your username or password?

If you have lost your password insert your username or your e-mail address in the field below, you will receive a message with the instructions.

Type in your username or e-mail \*

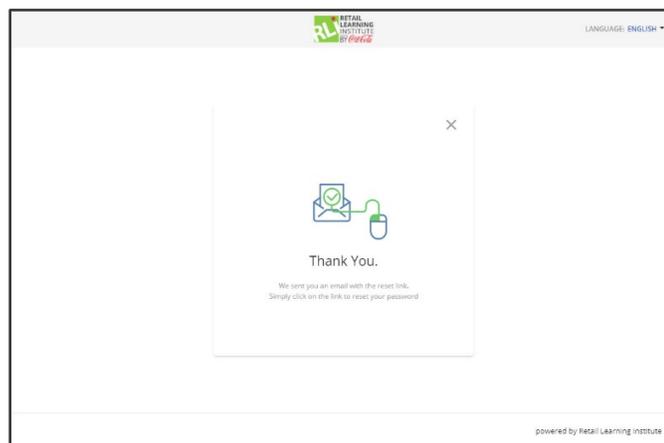
tdemo@rliinc.com

Please make sure to enter a username or an email address of an existing user

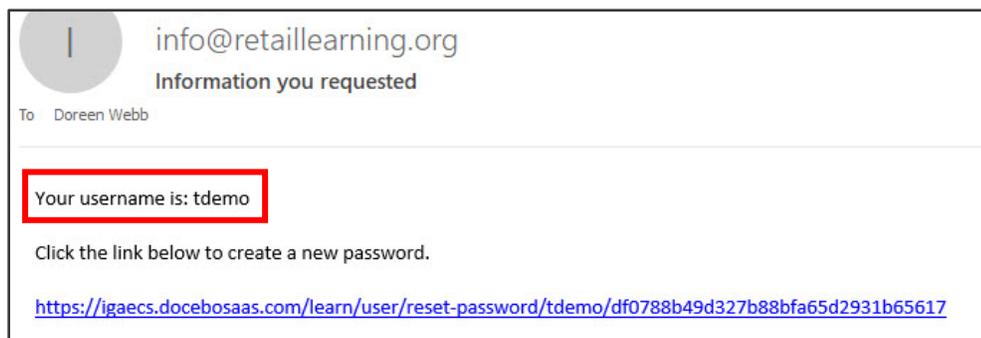
SEND MESSAGE

*Want to try another email address? Close this window to return to the login page; then select Forget your password? to try again.*

- A **confirmation page** to indicate the email is associated with a user account. Directions to reset your password, along with the correct username, has been sent to the email address designated for this account.



5. Retrieve the username from the password reset email.



*If you know have forgotten your password, you may select the link to reset it. Otherwise, you may ignore it.*