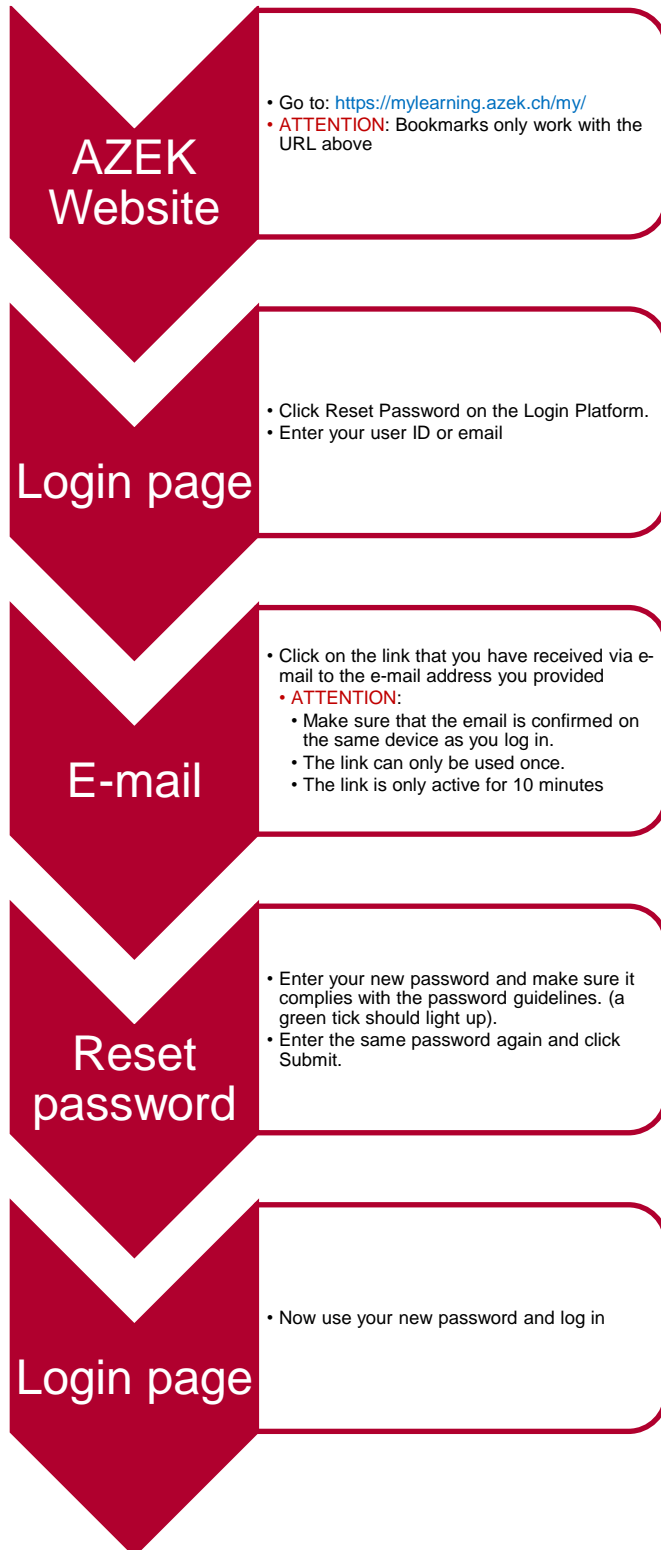


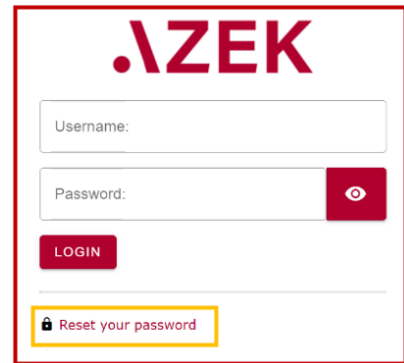
Reset password



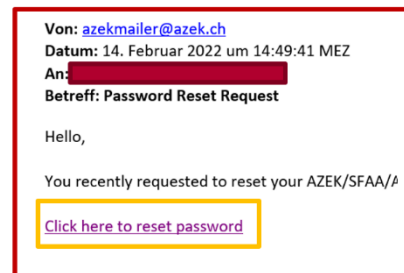
1



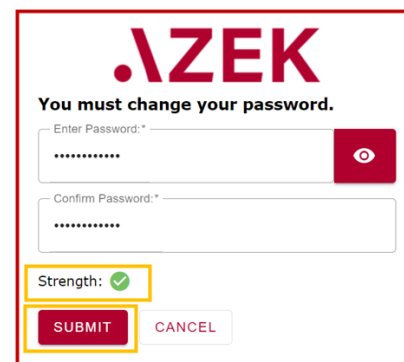
2



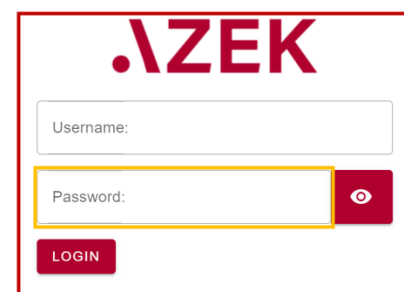
3



4



5



Common mistakes

Error	Solution
<p>An Error Occured!</p> <p>No action is needed on your part. You are being automatically redirected to the login screen... Please wait...</p>	<p>Reason: You probably have a bookmark directly linked to the login page. Please close the page and use the following link: https://mylearning.azek.ch/my/</p> <p>If this still does not work, clear your cache / cookies, restart the browser and try again.</p>
<p>The provided username/email address is not registered with us.</p>	<p>A different email address is registered with us. Please read the email you received with the login information again and/or contact us at: +41 (44) 872 35 35 info@azek.ch</p>
<p>Mail does not arrive</p>	<p>Search your junk/spam or try again.</p>
<p>Password Reset Failed</p> <p>We were unable to process your password reset request at this time.</p>	<p>Reason:</p> <ul style="list-style-type: none"> - The link has been used before. - The link was created more than 10 minutes ago. - The link was not opened from the same device as the link was requested. <p>Solution: Go back to the login page and start the process again.</p>
<p>⚠ Password does not match the password policy requirement.</p> <ul style="list-style-type: none"> • minimum 8 and maximum 20 characters • at least 1 Uppercase Alphabet (A-Z) • at least 1 Lowercase Alphabet (a-z) • at least 1 Number 	<p>The password does not match our requirements. Please change it to match the requirements described.</p>
<p>⚠ Passwords do not match.</p>	<p>The password entered and the confirmation password do not match. Please check your entry again.</p>
<p>SUBMIT CANCEL</p>	<p>Either the password does not meet our requirements or the two passwords do not match.</p> <p>Please go through the above process again.</p>