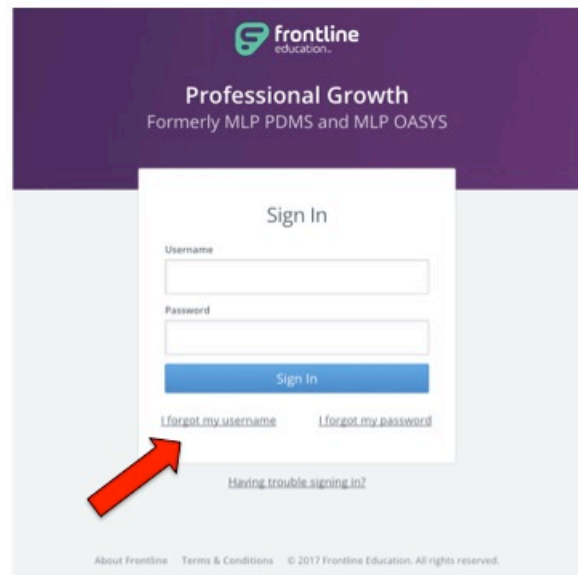
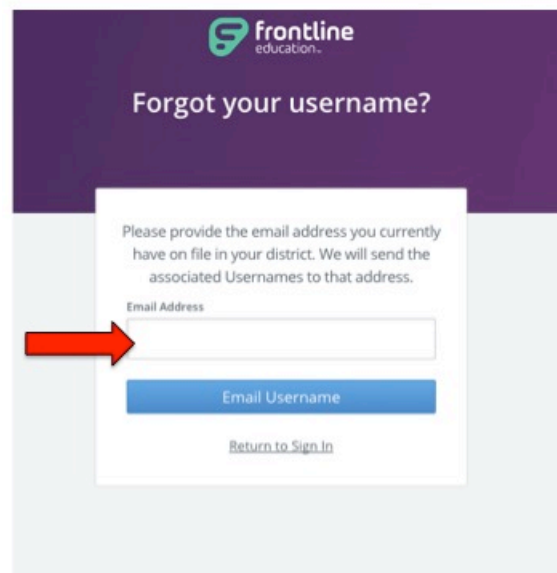


## Updating Your Access to My Learning Plan

1. Go to [mylearningplan.com](http://mylearningplan.com)
2. On the landing page (see below), locate the sign in box. Do **NOT** enter any information into the *Username* or *Password* boxes. Instead, **CLICK** on the **LINK** under the box that reads *I forgot my username*.



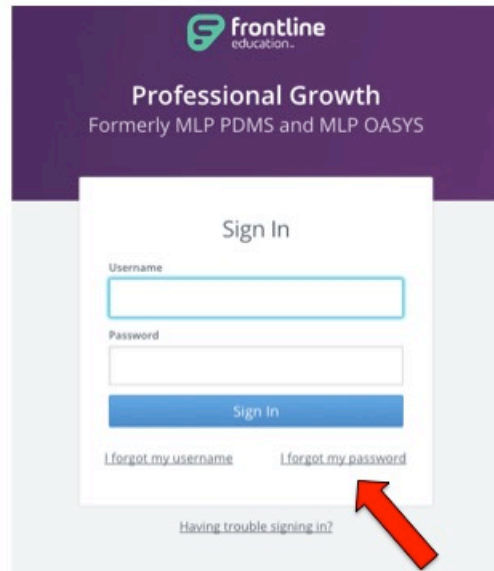
3. Next, you will be directed to a page (see below) where you will be asked to submit an email address. Please **ENTER** your district provided email address and **CLICK** the blue button labeled *Email Username*.



4. You will receive a follow-up email from [no-reply@frontlineed.com](mailto:no-reply@frontlineed.com) containing your Username. For most certified employees, your username should be identified as your 9-digit employee ID\*. Make note of your username, and **CLICK** the blue button labeled "Sign in to Professional Growth" to return to the MLP login page.

**\*IF your @knoxschools email address is identified as your username, please see the additional information and request at the end of these directions.**

5. Once you have returned to the MLP login page, you will now need to update your password. To begin, **ENTER** the provided username and **CLICK** the **LINK** that reads *I forgot my password*.



6. You will receive a follow-up email from [noreply@mylearningplan.com](mailto:noreply@mylearningplan.com). Toward the bottom of that message, you will see “Click here to reset your password” followed by a hyperlink. Click on the link and you will be directed to a password-reset page. You will need to **ENTER** and **CONFIRM** a new password and click the button labeled *Reset Password*. To maintain consistency across the districts’ multiple online employee platforms, you are advised to change your MLP password to match the password used in your Active Directory login credentials.
7. Confirm that you are now able to access My Learning Plan directly through [mylearningplan.com](http://mylearningplan.com) using these established login credentials. Previous users should find their account information and historical data (portfolio, etc.) present in the system. New users may need to add earlier events to their records that occurred before they were granted access to the system in order to bring their accounts up-to-date. Employees in need of assistance with their records should contact Brandy Hall at [brandy.hall@knoxschools.org](mailto:brandy.hall@knoxschools.org) or at 579-8264 ext. 0.

**\*For Certified Employees With Email Addresses as Usernames ONLY (see step 4 above):**

If your MLP Username is currently your Knox County Schools email address, please let us know by completing this quick [SURVEY](#). This will help us continue to correct our roster for MLP users.

You may update your password as described above and continue to access My Learning Plan with your email address as your Username. However, our goal over the next few weeks will be to shift all employees’ usernames to the 9-digit employee ID number. As we adjust this information within the MLP platform, you may experience changes in your ability to access your account and may be required to once again update your password. Additional instructions will follow as necessary for employees who may be impacted by these changes.